Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Critical	High	Low	Medium	FCR Total
Workforce Services	1	2	1,560	3	1,566
	1	0	863	0	864
Customer Company Total	1	2	1,560	3	1,566
	1	0	863	0	864

DTS Enterprise Incident Report

As of 8/1/2011

Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Critical	High	Low	Medium	MIR Total
Workforce Services	1	2	1,560	3	1,566
	1	0	133	0	134
Customer Company Total	1	2	1,560	3	1,566
	1	0	133	0	134

DTS Enterprise Incident Report

As of 8/1/2011

Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Critical	High	Low	Medium	ATTIR Total
Workforce Services	1	2	1,560	3	1,566
	0.74	0.31	1.02	0.27	1.02
Customer Company Total	1	2	1,560	3	1,566
	0.74	0.31	1.02	0.27	1.02

DTS Enterprise Incident Report

As of 8/1/2011

Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Critical	High	Low	Medium	MR Total
Workforce Services	1	2	1,560	3	1,566
	0	0	81	1	82
Customer Company Total	1	2	1,560	3	1,566
	0	0	81	1	82

DTS Enterprise Incident Report

As of 8/1/2011

Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Critical	High	Low	Medium	ATTR Total
Workforce Services	1 0.74	2 0.52	1,560 2.86	3 6.11	1,566 2.86
Customer Company Total	1 0.74	2 0.52	1,560 2.86	3 6.11	1,566 2.86

Workforce Services

Detail

INC000000288114	Earlene Page	Application	Error	DWS Web		TIR Missed: No	TIR:	0.56
Application Support - APEX	Bonnie Snider	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR:	650.10
INC000000289524	Shunda Pope	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - APEX	Bonnie Snider	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.54
INC000000316357	Doug Larsen	Application	Error	Avaya IP Softphone		TIR Missed: No	TIR:	0.03
Application Support - UI Web	Gary Ray	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	309.34
INC000000321401	Steve Olsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	James Kammeyer	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	4.70
INC000000322886	Katherine Abel	None	None	None		TIR Missed: Yes	TIR:	176.30
Application Support - APEX	Bonnie Snider	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR:	281.06
INC000000330105	Jenny Barrow	Network	Password	None		TIR Missed: Yes	TIR:	158.82
Application Support - APEX	Janis Race-Bigelow	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	158.82
INC000000330559	Katherine Abel	Remote Connectivity	None	None		TIR Missed: Yes	TIR:	196.45
Application Support - APEX	Janis Race-Bigelow	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR:	196.45
INC000000331112	Nichole Pusey	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.17
Voice Operations	Gail Christiansen	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	16.15
INC000000331136	Connie Shearwood	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services		Low	Closed	TTR Missed: No	TTR:	1.61
INC000000331712	Tuesdee Thomson	Telecom	IP	Telephone		TIR Missed: No	TIR:	0.16
Voice Operations	Gail Christiansen	Workforce Services		Medium	Closed	TTR Missed: Yes	TTR:	17.60
INC000000333508	Tyler Sorenson	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	4.91
Metro A Desktop Support	Adam Staks	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	6.73
INC000000334715	Kathaleen Williams	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.19
Metro B Desktop Support	Wayne Higgs	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.30
INC000000334874	Troy Evans	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.12
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.10
INC000000335323	Stacey Joos	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	James Kammeyer	Workforce Services		Low	Closed	TTR Missed: No	TTR:	1.19
INC000000335537	Brad V Bailey	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Don Higgs	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.17
INC000000335732	Carol Thornhill	Application	Error	Utah Works		TIR Missed: Yes	TIR:	90.56
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	90.56

DTS Enterprise Incident Report
As of 8/1/2011

Workforce Services

INC000000335956	Trudi B Nelson	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.20
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.20
INC000000336891	Jeana Whitlock	PC/Laptop	Error	None			TIR Missed: Yes	TIR:	1.41
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low		Closed	TTR Missed: Yes	TTR:	14.03
INC000000337901	Gachi Guet	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.49
INC000000337942	Robert Van Vliet	Application	Error	Internet Explorer			TIR Missed: Yes	TIR:	1.56
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low		Closed	TTR Missed: No	TTR:	4.26
INC000000338243	Samuel Hendricksen	Application	Error	Utah Works			TIR Missed: Yes	TIR:	37.37
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low		Closed	TTR Missed: Yes	TTR:	57.19
INC000000338280	Bonnie L Kelsey	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.42
INC000000338343	Mark Allen Peterson	Application	Error	None			TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low		Closed	TTR Missed: No	TTR:	2.12
INC000000338369	Laurie Farrell	Application	Error	None			TIR Missed: No	TIR:	0.00
	Network Operations	Dave Bodily	Workforce Services	Low		Closed	TTR Missed: No	TTR:	
INC000000338591	Sheryl Nisely	Network	Error	Microsoft Windows XP Professio			TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.73
INC000000338918	Jennifer Meyer-Smart	Application	Error	Utah Electronic Resource and E			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low		Closed	TTR Missed: No	TTR:	1.29
INC000000339040	Cindy Bertagnolli	None	None	None			TIR Missed: No	TIR:	0.26
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.26
INC000000339109	Vickie Tiley	Application	Error	Utah Electronic Resource and E			TIR Missed: No	TIR:	0.98
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.98
INC000000339156	Sandy L Jensen	PC/Laptop	Error	Microsoft Windows XP Professio			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low		Closed	TTR Missed: Yes	TTR:	11.61
INC000000339211	Scott Jensen	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.10
	Network Operations	J. L. Flack	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.30
INC000000339251	Scott Jensen	Network	Error	None			TIR Missed: No	TIR:	0.97
	Network Operations	J. L. Flack	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.97
INC000000339528	Dallen Adams	None	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low		Closed	TTR Missed: No	TTR:	
INC000000339537	Jeff Godfrey	None	None	Utah Electronic Resource and E			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low		Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000339546	Tamera Smith	None	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000339632	Rebecca Williams	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.53
INC000000339668	Mary Hualde	None	None	None	TIR Missed: Yes	TIR:	1.04
Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	85.48
INC000000339720	Dianna walker	Application	Reporting	Microsoft Office	TIR Missed: Yes	TIR:	2.45
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.46
INC000000339746	Ryan Rock	Network	Error	None	TIR Missed: No	TIR:	0.00
Network Operations	Jack Bridwell	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.14
INC000000339762	Scott Jensen	Network	Incident	None	TIR Missed: No	TIR:	0.09
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.87
INC000000339851	Cherie Robison	Telecom	None	None	TIR Missed: No	TIR:	0.36
Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.72
INC000000339864	April Gerber	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000339977	Mitch Romo	None	None	None	TIR Missed: No	TIR:	0.18
Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000339989	David Allen	PC/Laptop	Performance	None	TIR Missed: Yes	TIR:	2.07
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.57
INC000000340042	Gina Boren	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.74
INC000000340044	LaDawn McPherson	Application	None	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.73
INC000000340069	Ioana Tooala	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.35
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000340110	Leyla Escobar	Server	Error	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000340120	Leyla Escobar	Mobile Devices	Error	Droid	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000340139	Jeff Shockley	Server	Error	None	TIR Missed: No	TIR:	0.00
Capitol Hosting	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000340154	Ioana Tooala	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000340302	Julia Story	Wireless Connectivity	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000340312	Malida Stram	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000340318	Paula Johns	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000340319	Nicole Kerwood	Network	Error	None		TIR Missed: No	TIR:	0.00
Help Desk		Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000340335	Cathy Swain	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.04
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000340338	Sariah Hunt	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support		Julie Christensen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000340339	Cathy Swain	Application	Error	DWS Web		TIR Missed: No	TIR:	0.11
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000340340	Mary Hualde	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.28
Application Support - Thin Client		Bonnie Snider	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000340345	Melody Farnsworth	Application	Password	DWS Capture		TIR Missed: No	TIR:	0.04
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.87
INC000000340349	Julia Story	Wireless Connectivity	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000340352	Christine Nelsen	Application	Error	None		TIR Missed: No	TIR:	0.03
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000340358	David Moore	Network	Password	DWS Intranet		TIR Missed: No	TIR:	0.06
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000340362	Jane Burt	Network	Error	Active Directory		TIR Missed: No	TIR:	0.07
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000340380	Gloria Jensen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.06
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000340389	Gaylene Pebley	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000340390	Leyla Escobar	Network	Virus	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.56
Rural Central Desktop Support		Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.64
INC000000340395	Doris Robinson	Application	Error	None		TIR Missed: No	TIR:	0.09
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09

Workforce Services

INC000000340400	Tammy Berrie	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.06
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000340416	Karen Gardner	Application	Error	Utah Works	TIR Missed: No	TIR:	0.08
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.25
INC000000340423	Ioana Tooala	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.08
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000340427	Jennifer Domenici	Network	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000340433	Sherry Bird	Network	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000340436	Sonia Ayala	Network	Error	None	TIR Missed: No	TIR:	0.11
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000340443	Amy Harris	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000340455	Karen Ellsworth	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000340462	Weston Miller	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000340468	Katie Hanway	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000340472	June Conn-Solomon	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.44
INC000000340475	Linda Lundberg	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	130.69
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	130.69
INC000000340480	Seth Whitmill	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000340501	Kelly Spafford	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000340507	Tina Kappos	Network	Error	None	TIR Missed: No	TIR:	0.06
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.18
INC000000340516	Sanjin Mackovic	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000340530	Ellen Johnstun	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000340533	Rebecca D Anderson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.02
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.41
INC000000340539	Cindy Adams	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000340560	Stacy Stenovich	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	TIR:	0.45
Voice/Data/WAN Services	Mitch Hood	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.06
INC000000340564	Jeanne Moore	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	9.85
INC000000340614	Karen Gardner	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.18
INC000000340638	Ruby Blank	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000340649	Sanjin Mackovic	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000340656	Toni C Ansel	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000340677	Elleisha Knowlton	Network	Error	None		TIR Missed: No	TIR:	0.06
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.35
INC000000340685	Teri McPhail	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.08
Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.76
INC000000340691	Kristen Floyd	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000340693	Kristen Floyd	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000340694	Kristen Floyd	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000340699	Julia Story	Wireless Connectivity	Error	None		TIR Missed: No	TIR:	0.02
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.05
INC000000340715	Debbie Herr	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000340719	Rebecca D Anderson	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000340723	Patricia Rose	Application	None	Novell iPrint		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.44

Workforce Services

Incident	Name	Category	Type	Product	TIR Missed	TIR
INC000000340743	Giselle Jackson	PC/Laptop	Error	None	No	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low — Closed	TTR Missed: Yes	TTR: 7.51
INC000000340744	Jenny Jensen	Network	Error	Novell Client for 32-bit Windows	No	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low — Closed	TTR Missed: Yes	TTR: 11.52
INC000000340755	Ronda Kelly	None	None	None	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.00
INC000000340775	Kym Ney	None	None	None	No	0.43
	Application Support - EFIND	Anhkim Le	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.43
INC000000340779	Tom Petersen	Network	Password	Novell Client for 32-bit Windows	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.00
INC000000340782	Tonette Shurtz	Network	Password	Microsoft Windows XP Professional	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.00
INC000000340793	Toni C Ansel	None	None	None	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.00
INC000000340798	Margo Weeks	None	None	None	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.00
INC000000340800	Lisa Butler	None	None	None	No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.43
INC000000340805	Brittney M Woodland	Network	Incident	Novell Client for 32-bit Windows	No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.94
INC000000340818	Robert Birkinshaw	None	None	None	No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.00
INC000000340840	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.00
INC000000340847	Shawn Jolley	Network	Error	Novell Client for 32-bit Windows	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.07
INC000000340848	Andy Stewart	Application	Error	PGP	No	0.58
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.96
INC000000340849	Leeann Madsen	Print/Copy/Scan/Fax	Error Code	Computerized Unemployment B	No	0.08
	Metro A Help Desk	Ed Conrad	Workforce Services	Low — Closed	TTR Missed: No	TTR: 1.40
INC000000340852	Victor Angeles	Network	Password	Novell Client for 32-bit Windows	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.00
INC000000340854	Brittney M Woodland	Network	Incident	None	No	0.13
	Metro A Hosting	Tom Carney	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.87

Workforce Services

| INC000000340871 | Ronda Kelly | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000340873 | Leyla Escobar | Application | Error | Microsoft Windows XP Professi(| TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.18 |

| INC000000340880 | Toni C Ansel | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000340883 | Nikki Holt | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.17 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.26 |

| INC000000340884 | Aaron D Christensen | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.13 |
| Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.24 |

| INC000000340888 | Katie Hanway | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000340899 | Phay Panh | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000340926 | Cheryl Bakker | None | None | None | TIR Missed: No | TIR: | 0.31 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.31 |

| INC000000340939 | Carol Thornhill | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 2.00 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.00 |

| INC000000340941 | Toni C Ansel | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000340952 | Tim morris | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro C Desktop Support | Cody Flanders | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000341007 | Joyce Burningham | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Metro C Help Desk | Reed Stohel | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000341021 | Mary Ann Bird | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000341023 | Jocelyn Juber | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.85 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.85 |

| INC000000341049 | Breanna Stultz | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 7.46 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 7.46 |

| INC000000341082 | Kenneth Martinez | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 3.43 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.43 |

| INC000000341120 | Veronica Comandone | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.09 |

Workforce Services

INC000000341122	Robert Goodwin	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000341126	Brian Smith	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000341129	Connie I Fowler	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000341135	Valerie Argyle	Telecom	None	None	TIR Missed: No	TIR:	0.64
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.64
INC000000341151	Lindsey Caffall-Davis	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341155	Victor Angeles	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000341165	Debra Schlund	Application	Error	Internet Explorer	TIR Missed: Yes	TIR:	2.24
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.24
INC000000341174	Chris Williams	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341190	Mary Roybal	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341226	Eileen Rivera	Application	Error	Microsoft Office	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.51
INC000000341270	Cindy Adams	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341271	Cindy Adams	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341275	Kathy Martinez	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341278	Gregory Whittaker	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341289	Janene Pearce	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341325	Susan Kirby	Network	Incident	None	TIR Missed: No	TIR:	0.03
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000341344	Lonny Marchbanks	Application	None	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25

Workforce Services

INC000000341347	Junie Anderson	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.08
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.86
INC000000341354	Gloria Jensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341357	Melanie Reese	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.06
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000341363	Lori B Mair	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000341366	Erin Robinson	Network	Password	None	TIR Missed:	No	TIR:	0.05
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000341367	Kimberly Reyburn	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.93
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.06
INC000000341368	David Allen	None	None	None	TIR Missed:	No	TIR:	0.15
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000341385	Alleyn Kinney	Application	Error	Novell GroupWise 32-bit Window	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.01
INC000000341389	Cathy Iriart	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.04
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000341395	Demetria Keele	Application	Error	Content Manager	TIR Missed:	No	TIR:	0.06
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.70
INC000000341396	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Chuck Wilson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341411	Katie Hanway	None	None	None	TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341415	Sujeet Sukumaran	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.18
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.80
INC000000341417	Stephanie Trappett	PC/Laptop	Performance	None	TIR Missed:	Yes	TIR:	3.15
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.15
INC000000341425	Levi Jones	Network	Incident	Novell ConsoleOne	TIR Missed:	No	TIR:	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.65
INC000000341433	Lea Betty	Network	Performance	None	TIR Missed:	No	TIR:	0.31
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000341440	Doralie Gale	Network	Performance	None	TIR Missed:	No	TIR:	0.27
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27

Workforce Services

INC000000341444	Amie Graff	Network	Performance	None		TIR Missed: No	TIR:	0.22
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000341446	Robin Parker	Network	Performance	None		TIR Missed: No	TIR:	0.19
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000341450	Eric Bates	Network	Performance	None		TIR Missed: No	TIR:	0.15
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000341452	Cynthia Barlow	Wireless Connectivity	Error	None		TIR Missed: No	TIR:	0.76
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.74
INC000000341457	Crecia Baker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341480	Colby Barton	Network	Performance	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000341514	Galina Greer	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341524	Caralee C Crye	Application	Reporting	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.66
INC000000341529	Tino Gutierrez	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000341555	Shelley Esplin	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341559	Shauna Heil	Network	Password	None		TIR Missed: No	TIR:	0.16
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.70
INC000000341576	Irwin Purcell	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.05
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.05
INC000000341612	Mike Miller	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.16
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.65
INC000000341655	Barbara Andersen	Network	Password	DWS Intranet		TIR Missed: No	TIR:	0.06
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000341677	Alyshia Jenkins	Application	Error	Utah Works		TIR Missed: Yes	TIR:	19.85
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	19.85
INC000000341693	Cathy Swain	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.50
INC000000341719	Cory Moss	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

DTS Enterprise Incident Report

As of **8/1/2011**

Workforce Services

INC000000341731	Kaye Stewart	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Gerald Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.44
INC000000341733	Sam Williams	Application	Error	Utah Works		TIR Missed: No	TIR:	0.20
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000341736	Gina Heiner	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.09
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000341742	Norene Webster	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.00
INC000000341744	Vicki Hiett	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.59
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.76
INC000000341759	Kaye Stewart	Application	Password	Content Manager		TIR Missed: No	TIR:	0.11
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000341769	Heather Simonson	None	None	None		TIR Missed: No	TIR:	0.78
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.54
INC000000341831	Sherrie Reed	None	None	None		TIR Missed: No	TIR:	0.45
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.19
INC000000341850	Kathleen Haile	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341853	Faye Hubbard	Telecom	None	None		TIR Missed: No	TIR:	0.19
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000341856	Dennie Tsuya	Application	Error	Utah Works		TIR Missed: Yes	TIR:	17.57
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	17.57
INC000000341865	Candice Goodwin	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.03
INC000000341885	Brenda Gallegos	Application	Error	Utah Works		TIR Missed: Yes	TIR:	17.18
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	17.18
INC000000341888	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Chuck Wilson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341895	Elizabeth Cheney	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.22
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000341905	John Paul	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341909	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000341911	Debbie Sparks	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341918	Brittney M Woodland	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.01
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.83
INC000000341919	Michelle Meyer	None	None	None		TIR Missed: No	TIR:	0.45
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000341934	Hanh Nguyen	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000341948	Gerald Gappmayer	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.07
INC000000341953	Jean Fisher	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.10
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.10
INC000000341968	Jeanne Moore	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.13
INC000000341971	Linn Gentry	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.74
INC000000341973	Kelly Green	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.02
INC000000341978	Sonia Ayala	Application	Error	Utah Works		TIR Missed: No	TIR:	0.84
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.84
INC000000341986	Kaylin Bang	None	None	None		TIR Missed: Yes	TIR:	1.06
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.06
INC000000341993	Brittany Jones	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.93
INC000000341999	Perry Colette	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000342000	Ryan Betts	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342005	Susan Weaver-Levet	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342006	Nathan Riggs	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.60
INC000000342011	Clo Towers	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.61

Workforce Services

INC000000342012	Sev Kubota	None	None	None		TIR Missed: No	TIR:	0.13
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.13
INC000000342015	Ryan Halstenrud	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.62
INC000000342016	Michelle Mileski	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000342017	Carol Jennings	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000342020	Ted Barley	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000342021	Alan Pettersson	Application	Error	Data Warehouse		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.60
INC000000342023	Lucy Johnson	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000342024	Jenny Sweetland	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000342026	Camie Galt	Application	None	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.60
INC000000342027	Melanie Curtis	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000342028	Cindy Lehmann	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000342029	Rachel Gleason	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000342031	Bradley Carroll	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000342032	Milton Olsen	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000342033	Carrie Papworth	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000342036	Joseph Oneil	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000342039	Mary Ann Keefer	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02

Workforce Services

INC000000342040	Shelly Riggs	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000342041	Betty Betham	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000342043	Kevin Goldthorpe	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000342045	Jackie McAtee	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000342048	Sherry Bird	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000342054	Bonnie Anderson	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000342059	Nune Phillips	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000342062	Jana Nell	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000342063	Mary Ann Lawson	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	21.78
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	21.78
INC000000342073	Cesar Salazar	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000342074	Marilyn Fisher	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000342080	Mary Zorn	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000342083	Lance Soffe	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000342084	Sandy Flores	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000342090	Suellen Michel	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000342093	Lane London	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000342094	Lane London	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Workforce Services

INC000000342096	Lane London	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342097	Lane London	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342098	Lane London	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342099	Lane London	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342100	Lane London	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342106	Erin Robinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342111	Jean Fisher	Application	Error	Utah Works	TIR Missed: Yes	TIR:	15.75
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	15.75
INC000000342126	Gregory Whittaker	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342133	Michael Atkin	Application	Error	Utah Works	TIR Missed: Yes	TIR:	2.37
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.37
INC000000342160	Ler Wah	Application	Error	Utah Works	TIR Missed: Yes	TIR:	13.85
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	13.85
INC000000342275	Leigh Page	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.14
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.22
INC000000342304	Shawn Jolley	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.39
INC000000342330	Randi Carter	Application	Reporting	Novell Messenger	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342336	Verner Iglesias	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.11
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000342339	Junie Anderson	PC/Laptop	Performance	None	TIR Missed: Yes	TIR:	1.10
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	18.86
INC000000342340	Rebecca Pace	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342380	Jamie Escobia	Application	Error	Utah Works	TIR Missed: Yes	TIR:	2.73
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.73

Workforce Services

INC000000342387	Michelle Allen	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.04
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000342406	Bonnie Sterrett	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.32
Metro A Desktop Support		Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.32
INC000000342431	Leticia Hough	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR:	1.36
Metro A Desktop Support		Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.75
INC000000342455	Heather Sawley	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR:	2.01
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.08
INC000000342461	Lori Hatch	Telecom	IP	Telephone		TIR Missed: No	TIR:	0.09
Voice Operations		Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.25
INC000000342469	Rene Meza	PC/Laptop	None	None		TIR Missed: Yes	TIR:	2.18
Metro D North Desktop Support		Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.18
INC000000342473	Marles Oldroyd	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	1.22
Rural South Desktop Support		Julie Christensen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.22
INC000000342489	Toni C Ansel	Application	None	Novell GroupWise		TIR Missed: Yes	TIR:	4.82
Application Services		Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.88
INC000000342503	Carol Lowman	None	None	None		TIR Missed: Yes	TIR:	3.83
Voice/Data/WAN Services		Art Scott	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.83
INC000000342509	Elizabeth Cheney	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	2.05
Metro D North Desktop Support		Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.05
INC000000342516	Brittney Safford	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342518	Anna Sargsian	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342520	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.37
Voice Operations		Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.61
INC000000342525	Heather M Williams	None	None	None		TIR Missed: No	TIR:	0.32
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000342573	Tori Henson	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR:	2.37
Metro D North Desktop Support		Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.37
INC000000342574	Kay Hopkins	Telecom	Feature	None		TIR Missed: No	TIR:	0.07
Voice Operations		Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.17
INC000000342589	Linda Larsen	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000342596	Leticia Hough	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342612	Michelle Deprizio	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342617	Elizabeth Cheney	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.95
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.97
INC000000342620	Daisha Montgomery	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342622	Lance Soffe	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342628	Carol Conti	Application	Error	Utah Works		TIR Missed: No	TIR:	0.75
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.75
INC000000342640	Sheila Sconiers	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.63
INC000000342646	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000342673	Mary Ann Keefer	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000342675	Annette Hullinger	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.33
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000342676	Sev Kubota	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342680	Rowena York	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000342683	Shauna Vigil	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342686	Blake Bingham	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342688	Lanore Cunningham	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000342690	Lucy Johnson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342693	Timathy Chamberlain	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000342694	Carolyn Nay	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342695	Jeanne Moore	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342696	Robert Christensen	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342697	Janet Cole	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342698	Katherine Abel	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342699	Sharon Holmes	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342701	Victoria Solares	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342702	Gary Reid	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342704	Joy Majors	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342706	Vanna Chav	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342709	Denice Springer	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342711	Shelly Riggs	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342713	Lisa Osborn	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342715	Michele White-Milgate	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342717	Tanya Wilson	PC/Laptop	Performance	None	TIR Missed: Yes	TIR:	1.81
Rural Central Desktop Support	Ron LeBaron		Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.83

INC000000342718	Susan Kirby	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000342719	David Whiteside	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed: No	TTR:

Workforce Services

| INC000000342721 | Carol Jennings | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000342722 | Mark Petrie | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000342724 | Melanie Decker | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000342725 | Nicole Kerwood | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000342732 | Dyann Smoot | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000342735 | Garth Anderson | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 1.35 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.35 |

| INC000000342738 | Jackie Christensen | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 13.74 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 13.74 |

| INC000000342745 | Stella L Salazar | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 7.61 |

| INC000000342749 | Robert Goodwin | Application | Error | Microsoft Word | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.21 |

| INC000000342752 | Janet Jolley | Application | Reporting | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.18 |

| INC000000342754 | David Chatterley | PC/Laptop | Hardware | None | TIR Missed: Yes | TIR: | 1.65 |
| Metro A Desktop Support | Adam Staks | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.97 |

| INC000000342756 | Brian Smith | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.15 |

| INC000000342758 | Brian Smith | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.13 |

| INC000000342760 | Joe Edman | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.10 |

| INC000000342763 | Joe Edman | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.06 |

| INC000000342767 | Patrice West | Network | Password | Novell ConsoleOne | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.02 |

| INC000000342780 | Cindy Bertagnolli | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.03 |

Workforce Services

INC000000342781	Karen Quackenbush	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.02
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000342807	Kathy Wendel	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000342823	Norman Nakamura	PC/Laptop	Performance	None	TIR Missed: Yes	TIR:	6.94
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	14.32
INC000000342824	Ledia Kita	Application	Reporting	Microsoft Excel	TIR Missed: Yes	TIR:	1.45
Metro A Hosting	Chris Kunde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.45
INC000000342827	Judy Mattinson	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.49
INC000000342842	Michelle Deprizio	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.40
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.53
INC000000342859	Lori Jacobazzi	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342860	Jackie McAtee	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.97
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.97
INC000000342863	Gavin Mangelson	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.00
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342866	Connie Smith	Application	None	Microsoft Access 2007	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.93
INC000000342889	Gabriella Cubas	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342909	Ryan Burton	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342910	Weston Miller	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342911	Michelle Bristol	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.00
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342913	Lisa D Dowling	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342914	Helen Hadad	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.00
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342915	Weston Miller	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services								

INC000000342919	Ruby Blank	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342920	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342921	Michelle Mileski	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342923	Cindy Lehmann	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342926	Toni C Ansel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342933	Miri Parker	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342934	De Ette Richards	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000342936	Seth Balls	Application	Error	Utah Works		TIR Missed: No	TIR:	0.26
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000342937	Katie Hanway	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342938	Katie Hanway	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000342941	Jackie Christensen	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR:	5.12
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.12
INC000000342952	Benjamin R Patterson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	4.85
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.85
INC000000342971	Dominka Hajnova	Network	Performance	None		TIR Missed: No	TIR:	0.43
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.43
INC000000342978	Claudio Arancibia	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	4.67
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.88
INC000000343002	Randi Carter	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343008	Lani Wilson-Klingsporn	Network	Performance	None		TIR Missed: No	TIR:	0.19
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.21
INC000000343042	Eileen Rivera	Telecom	Call Management	Telephone		TIR Missed: No	TIR:	0.27
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45

Workforce Services

INC000000343063	Cathy Maynard	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.22

| INC000000343074 | Kristen Floyd | None | None | None | | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Dane Smith | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.08 |

| INC000000343076 | Ayelen Butler | PC/Laptop | Hardware | None | | | TIR Missed: Yes | TIR: | 7.91 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | | TTR Missed: Yes | TTR: | 7.91 |

| INC000000343099 | Lisa Henrie | Remote Connectivity | None | None | | | TIR Missed: No | TIR: | 0.20 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.63 |

| INC000000343111 | Linda Hansen | PC/Laptop | Performance | None | | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000343120 | Judy Mattinson | None | None | None | | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000343140 | Lani Wilson-Klingsporn | Application | Error | Utah Works | | | TIR Missed: Yes | TIR: | 1.64 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | | TTR Missed: | TTR: | 1.64 |

| INC000000343158 | Weston Miller | None | None | None | | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000343162 | Kris Bradley | PC/Laptop | Performance | None | | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000343168 | Stacie A Johnson | Application | Error | Novell iPrint | | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 2.44 |

| INC000000343309 | Evelyn Gonzales | Application | Password | Contributions Automated Tax Sy | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000343319 | Gloria Priday | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

| INC000000343332 | Gloria Priday | Application | Password | Novell Messenger | | | TIR Missed: No | TIR: | 0.06 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.23 |

| INC000000343341 | Janet Gale | PC/Laptop | Hardware | None | | | TIR Missed: No | TIR: | 0.03 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.15 |

| INC000000343360 | Christopher Myers | Application | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.14 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.14 |

| INC000000343388 | Shelly Ivie | Application | Error | Utah Works | | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.12 |

| INC000000343410 | Tawnia Page | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | | TTR Missed: No | TTR: | 0.00 |

Workforce Services								

INC000000343423	Christi Seger	Application	Password	PGP			TIR Missed: No	TIR: 0.09
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.36
INC000000343426	Frances Curley	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.73
INC000000343461	Cassy Hahn	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000343463	Holli Turner	Application	Error	Utah Works			TIR Missed: No	TIR: 0.02
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.16
INC000000343477	Richard Sanchez	Application	Error	Utah Works			TIR Missed: No	TIR: 0.39
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.39
INC000000343483	Robyn Thomas	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000343484	Richard Sanchez	Application	Error	Utah Works			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.14
INC000000343490	Nancy Andrew	Telecom	Call Management	Telephone			TIR Missed: Yes	TIR: 1.34
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.34
INC000000343493	Clo Towers	Application	Error	Utah Electronic Resource and E			TIR Missed: No	TIR: 0.60
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.60
INC000000343495	Michael Atkin	Application	Password	PGP			TIR Missed: No	TIR: 0.22
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.33
INC000000343496	Larry Sparks	Telecom	Call/Receive	Telephone			TIR Missed: No	TIR: 0.58
	Voice/Data/WAN Services	Art Scott	Workforce Services	Low	Closed		TTR Missed: No	TTR: 5.80
INC000000343511	Kacey Adams	Telecom	Call/Receive	Telephone			TIR Missed: No	TIR: 0.50
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.87
INC000000343516	De Ette Richards	Application	Error	eFIND/eSHARE			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000343540	Stephanie Lemmon	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000343543	Carolyn Rowland	Application	Error	Adobe Acrobat			TIR Missed: Yes	TIR: 2.41
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed		TTR Missed: Yes	TTR: 6.33
INC000000343553	Sandy Flores	Application	Error	Content Manager			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.48
INC000000343584	Amanda Matravers	Application	Error	Utah Electronic Resource and E			TIR Missed: Yes	TIR: 6.79
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: Yes	TTR: 6.79

Workforce Services

INC000000343603	Daniel Tate	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.16
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000343625	Amanda Matravers	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	6.38
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.38
INC000000343649	Cassy Hahn	Application	Password	PGP	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000343678	Jane Burt	Application	Password	Active Directory	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343680	Daisha Montgomery	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343687	Tricia Cox	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343694	Noelle Bradford	Application	None	None	TIR Missed: Yes	TIR:	4.51
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.71
INC000000343702	Marles Oldroyd	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343733	Jerry Pruitt	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.30
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000343738	Joanne Nunes	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.11
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000343749	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000343762	Jackie Williams	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.59
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.59
INC000000343770	Katie Hanway	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343773	Kendra Prince	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.09
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.09
INC000000343798	Carolyn Parsons	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	TIR:	0.36
	Application Services	Danielle Hood	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	65.08
INC000000343807	Heidi Knopp	Telecom	IP	None	TIR Missed: No	TIR:	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.06
INC000000343808	Jenine Wood	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.59
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.73

Workforce Services

INC000000343812	Scott Smith	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.45
INC000000343828	Katie Hanway	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343831	Gerald Brown	Application	Error	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000343833	Katie Hanway	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343835	Katie Hanway	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343838	Katie Hanway	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343839	Katie Hanway	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343840	Katie Hanway	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343842	Katie Hanway	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343843	Katie Hanway	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343860	Katie Hanway	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343877	Toni C Ansel	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343883	Cindy Adams	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343903	Melinda Parkin	Application	Error	DWS Web		TIR Missed:	No	TIR:	0.13
	Application Support - UI Web	Brett Judd	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.46
INC000000343910	Rod Barlow	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000343920	Dean Dickerson	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	5.54
INC000000343930	Theresa R Wheatley	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.65

Workforce Services

INC000000343958	Yvette Woodland	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.57
INC000000343960	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343962	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343963	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343964	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343966	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343968	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343971	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343972	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343974	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343976	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343980	Dyann Smoot	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000343987	Sarah Lu	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.33
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000343989	Leslie Shortt	Application	Reporting	Microsoft Word		TIR Missed: Yes	TIR:	1.23
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.23
INC000000343993	Bruce Lamb	Application	Error	Utah Works		TIR Missed: Yes	TIR:	33.21
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	33.21
INC000000343998	Denise Iverson	Network	Error	None		TIR Missed: Yes	TIR:	1.10
	Metro D North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.10
INC000000344012	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04

Workforce Services

INC000000344015	Judy H Gardner	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344034	Toni C Ansel	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344037	Anne Vincent	Application	Error	Utah Works		TIR Missed: No	TIR:	0.74
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.74
INC000000344045	Kelly Green	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.07
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.69
INC000000344065	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344066	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344073	Jolyn Bevan	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	13.38
INC000000344091	Jacob Maxwell	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344103	Steven L Rasmussen	Application	Password	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.00
INC000000344105	Tracy Harris-Belnap	Wireless Connectivity	Performance	None		TIR Missed: Yes	TIR:	1.10
Metro A Desktop Support	Burton Brown	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.14
INC000000344131	Nidia Meza	Application	Password	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.16
INC000000344134	Rebecca Farnsworth	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.33
INC000000344146	Lisa Butler	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.34
INC000000344149	Lane Anderson	Application	Reporting	DWS Capture		TIR Missed: No	TIR:	0.00
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.07
INC000000344157	Daniel Tate	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.31
INC000000344163	Melissa Daymont	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.13
INC000000344166	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09

Workforce Services

INC000000344169	Jamie Escobia	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000344187	Brenda Duvall	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344190	Pamela Werner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344217	Kenny Hicken	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000344220	Melissa Beagley	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.83
INC000000344223	Dennie Tsuya	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344227	Christina Gale	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344231	Katie Hanway	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344239	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344256	Clint Beebe	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344265	Clint Beebe	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344272	Brent Wintch	Application	Error	None		TIR Missed: No	TIR:	0.07
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.68
INC000000344273	Penni Dehaan	None	None	None		TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Diane Pfeifer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000344279	Penni Dehaan	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.19
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000344285	Janos Carpenter	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000344290	Kimberly Reyburn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344293	Paula Story	Application	Error	Utah Works		TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11

Workforce Services

INC000000344296	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344299	Elaine Jensen	Network	Performance	None		TIR Missed: No	TIR:	0.09
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.23
INC000000344307	Karen Gardner	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344312	Karen Gardner	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.55
INC000000344320	Helen Sawyer	Application	Reporting	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.06
INC000000344326	Sheryl Nisely	Application	Error	Utah Works		TIR Missed: No	TIR:	0.30
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.30
INC000000344332	Carlos Arroyo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344339	Heather Fidler	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.02
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000344340	Dorothy Hall	Wireless Connectivity	None	None		TIR Missed: No	TIR:	0.24
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.15
INC000000344342	Andrea Hayes	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344344	Janet Howes	None	None	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344347	Chris Nance	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.14
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.14
INC000000344360	Alexia Murphy	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.15
INC000000344374	Alexia Murphy	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	1.07
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	6.71
INC000000344387	Daniel Tate	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000344391	Scott Steele	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344398	Loggins Merrill	None	None	None		TIR Missed: No	TIR:	0.82
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.20

Workforce Services

INC000000344406	Marilyn Larsen	Application	Error	OpenOffice.org		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.65
INC000000344407	Maria Dupaix	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000344425	Melissa Presley	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344442	Connie Smith	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000344446	Sandy Flores	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344455	Bradley Stone	Network	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.09
INC000000344457	Julia Story	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344458	Dennis Canning	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000344459	Jamie Escobia	Application	Error	Utah Works		TIR Missed: Yes	TIR:	5.34
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.34
INC000000344462	Joann Wetzel	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.12
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.18
INC000000344475	Gary Reid	None	None	None		TIR Missed: No	TIR:	0.53
Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.75
INC000000344481	Linda Neff	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344487	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000344495	Gabriella Cubas	PC/Laptop	Password	PGP		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.31
INC000000344515	Carol Lowman	Application	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.11
INC000000344522	Grazyna Janeczko	Application	Error	Adobe Reader		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.29
INC000000344528	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000344543	Glenda Snodgrass	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344559	Demetria Keele	Application	Error	Kofax ImageControls			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.17
INC000000344563	Debbie Sparks	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344565	Debbie Sparks	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344566	Tiffany Turley	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344567	Kathy Martinez	Remote Connectivity	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.36
INC000000344574	Linda Lundberg	Remote Connectivity	None	None			TIR Missed: No	TIR:	0.23
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.28
INC000000344577	Noah Zemke	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.47
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.47
INC000000344581	Darci Burnett	Telecom	Call Management	Telephone			TIR Missed: No	TIR:	0.30
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.91
INC000000344583	Ryan Halstenrud	Application	Error	eFIND/eSHARE			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.08
INC000000344599	Jenny Hansen	Remote Connectivity	None	None			TIR Missed: No	TIR:	0.13
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.82
INC000000344602	Kathy Hart	Remote Connectivity	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000344605	Sherry Bird	Network	None	None			TIR Missed: No	TIR:	0.12
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.81
INC000000344609	Maritza Rojas-Erickson	Remote Connectivity	None	None			TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000344612	Penny Stevens	Telecom	CrossTalk/Noise/Static	Telephone			TIR Missed: No	TIR:	0.16
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.59
INC000000344621	Stacy Stenovich	Remote Connectivity	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000344623	Jenny Benson	Remote Connectivity	None	None			TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed		TTR Missed: No	TTR:	

Workforce Services

INC000000344625	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.09
Application Services	Danielle Hood	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	6.20
INC000000344640	Cindy Gillespie	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344643	Chris Holman	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.65
INC000000344645	Penni Dehaan	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.43
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.78
INC000000344663	Mary Pannunzio	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344689	Kristine Larson	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.54
INC000000344711	Valerie Argyle	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000344750	Dennis Canning	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.46
INC000000344753	Kirk Olsen	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.12
INC000000344786	Annette Schvaneveldt	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.16
INC000000344787	Luis Gatica	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.81
INC000000344788	Kaylin Bang	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.82
INC000000344789	Carolyn Nay	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.83
INC000000344795	Julliana Mendoza	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.82
INC000000344797	Charles Owens	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.91
INC000000344798	Marge Rajski	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.82
INC000000344799	Ann Padlo	Telecom	None	None		TIR Missed: No	TIR:	0.18
Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.14

Workforce Services

INC000000344800	Cecilia Shimanek	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.87
INC000000344801	Kristi Manseau	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.87
INC000000344803	Jay Hafen	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.90
INC000000344804	Kathy Hart	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.13
INC000000344805	Jeris Shira	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.92
INC000000344808	Gachi Guet	Application	Error	Utah Works		TIR Missed: No	TIR:	0.34
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000344830	Traci Knight	Server	Performance	None		TIR Missed: No	TIR:	0.10
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000344865	Levi Jones	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344891	Summer Begaye	Server	Performance	None		TIR Missed: No	TIR:	0.17
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000344897	Gachi Guet	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.03
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.03
INC000000344900	Amber Johnston	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344904	Lanelle Windley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000344920	Jamie Escobia	Application	Error	Utah Works		TIR Missed: No	TIR:	0.54
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000344928	Debbie Sparks	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000344935	Sherrie Reed	Application	None	None		TIR Missed: No	TIR:	0.35
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000344966	Jill Kunde	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000344969	Holli Turner	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.38

Workforce Services

INC000000344970	Michelle Hill	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000344973	Anna Larson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000344974	Anna Larson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000344975	Anna Larson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000344977	Anna Larson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000344979	Anna Larson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000344981	Anna Larson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000344983	Anna Larson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000344984	Anna Larson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000344993	Sam Williams	Application	Error	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000344998	Cathy Bell	Application	None	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000345002	Ruby Blank	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37

INC000000345003	Derrek Larson	Wireless Connectivity	Error	None	TIR Missed: No	TIR:	0.06
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47

INC000000345004	Marta Polanco	Application	Error	Utah Works	TIR Missed: No	TIR:	0.39
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39

INC000000345010	Becky Fisher	Application	Reporting	content manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20

INC000000345025	Stella Lenzen	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12

INC000000345029	Susan Etzel	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000345031	CindaLee Hall	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345033	Susan Etzel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345034	Michelle Bristol	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345035	Susan Etzel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345036	Randilee Spencer	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.01
INC000000345045	Victoria Solares	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345050	Debbie Zaugg	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.09
INC000000345060	Tricia Fuhriman	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345063	Dale Ownby	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345096	Carol Conti	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.57
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.57
INC000000345116	Ashley Nielsen	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.52
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.52
INC000000345121	Yvette Woodland	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.12
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.70
INC000000345151	May Chanthapannha	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.79
INC000000345167	Dan Vaughan	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.05
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000345212	Heather Shuman	Application	Error	None		TIR Missed: No	TIR:	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.52
INC000000345220	Karin Allen	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.07
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000345226	Michelle Slaughter	Application	Reporting	None		TIR Missed: No	TIR:	0.29
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.03

Workforce Services

INC000000345234	Evelyn Gonzales	Application	Error	None			TIR Missed: No	TIR:	0.19
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.52
INC000000345241	Jaylyn Hatch	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.00
INC000000345248	Theresa R Wheatley	PC/Laptop	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.38
INC000000345252	Kendra Wimmer	Application	Password	Utah Master Directory			TIR Missed: No	TIR:	0.15
Help Desk	James Stearns	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.15
INC000000345256	Patricia Kamai	Application	Reporting	None			TIR Missed: No	TIR:	0.10
Metro A Desktop Support	Mike Wilde	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.24
INC000000345260	Michele White-Milgate	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.29
INC000000345298	Melissa McBride	Print/Copy/Scan/Fax	None	None			TIR Missed: No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.00
INC000000345320	Randilee Spencer	None	None	None			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Ron LeBaron	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.06
INC000000345324	Cherice Bridges	None	None	None			TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.00
INC000000345326	Jilaun Perfetto	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.09
Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.32
INC000000345336	Worthy Glover Jr	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.11
Rural South Desktop Support	Meladye Shively	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.32
INC000000345338	Lynda R Myore	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services		Low	Closed		TTR Missed: No	TTR:	2.42
INC000000345357	Eugenia Artamonova	Application	Password	DWS Intranet			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.13
INC000000345367	Glenda Furlong	Network	Incident	None			TIR Missed: Yes	TIR:	2.04
Metro D Desktop Support	Steve Gibb	Workforce Services		Low	Closed		TTR Missed: No	TTR:	2.04
INC000000345380	Cathy Swain	Application	Error	Employee Gateway			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.00
INC000000345416	Robyn Thomas	Application	Error	DWS Intranet			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.00
INC000000345424	Linetta Moyes	PC/Laptop	Password	Active Directory			TIR Missed: No	TIR:	0.14
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed		TTR Missed: No	TTR:	0.14

Workforce Services

INC000000345426	Kimber Burks	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.46
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.46

INC000000345427	Colleen Fitzgerald	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.15
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.65

INC000000345431	Marion Davis	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000345435	Gary Newren	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000345459	Weston Miller	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000345488	Angie Fletcher	Application	Error	Utah Works	TIR Missed: Yes	TIR:	18.90
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	18.90

INC000000345538	Penny Stevens	None	None	None	TIR Missed: No	TIR:	0.00
Metro D Help Desk	John Robinson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000345551	Kathy Martinez	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.97

INC000000345557	Linda Wirtjes	Application	Error	Utah Works	TIR Missed: Yes	TIR:	0.74
Application Support - DBA	Eric Swain	Workforce Services	Critical	Closed	TTR Missed: No	TTR:	0.74

INC000000345561	Daisha Montgomery	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000345562	Ler Wah	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000345563	Yvonne Krause	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000345564	Mandy Petersen	None	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04

INC000000345565	June Conn-Solomon	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000345567	Judy H Gardner	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07

INC000000345572	Jean Fisher	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000345573	Bonnie Johnson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000345574	Kimberly Reyburn	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345575	Molly Wengreen	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345576	Jody McMillan	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345577	Jacki Randolph	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345578	Shawna Werner	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345579	Heather Shuman	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000345580	Kenneth Martinez	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345581	Kathryn Paget	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345582	Michelle Deprizio	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345583	Mary Sue McMillan-Wong	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345584	Scott Jensen	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345586	Larry Sparks	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345589	Dana Simper	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345590	Irwin Purcell	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345591	Anthony Knight	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000345592	Charise Asleson	Telecom	Call/Receive	Telephone	TIR Missed: No	TIR:	0.36
Voice Operations	Leon Owen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.16
INC000000345593	Vanessa Washington	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - DBA	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000345594	Leisha Brown	Application	Error	Utah Works			TIR Missed:	No	TIR:	0.00
Application Support - DBA		None	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	
INC000000345597	Andrea Bo	Application	Error	Utah Works			TIR Missed:	No	TIR:	0.00
Application Support - DBA		None	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	
INC000000345598	Connie Larsen-Frazier	Application	Error	Utah Works			TIR Missed:	No	TIR:	0.00
Application Support - DBA		None	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	
INC000000345599	Lori Jacobazzi	Application	Error	eFIND/eSHARE			TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000345601	Kimber Burks	Application	Error	Utah Works			TIR Missed:	No	TIR:	0.00
Application Support - DBA		None	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	
INC000000345604	Cindy Bertagnolli	Application	Error	Utah Works			TIR Missed:	No	TIR:	0.00
Application Support - DBA		None	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	
INC000000345609	Claudio Arancibia	Network	Error	None			TIR Missed:	No	TIR:	0.47
Metro A Desktop Support		Adam Staks	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	3.40
INC000000345623	J G Bronson	None	None	None			TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Mike Wilde	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000345634	Wayne Fillmore	None	None	None			TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000345635	Wayne Fillmore	None	None	None			TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000345636	Janaina Martins	Application	Error	State Payroll Time Entry System			TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.53
INC000000345645	Toni C Ansel	None	None	None			TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000345648	Lillian Bayles	None	None	None			TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000345659	Doug Miller	Application	Reporting	Utah Works			TIR Missed:	No	TIR:	0.81
Metro A Desktop Support		Tracy VanderVaart	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.81
INC000000345666	Melissa Romero-McKean	PC/Laptop	None	None			TIR Missed:	No	TIR:	0.10
Metro A Desktop Support		Mike Wilde	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.59
INC000000345672	Nan Powell	Application	Reporting	PGP			TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.18
INC000000345691	Dyann Smoot	Application	Error	Utah Works			TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.00

Workforce Services

INC000000345702	Scott Butterfield	None	None	None		TIR Missed: No	TIR:	0.11
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.42
INC000000345703	Alan Dennis	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.06
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.65
INC000000345704	Leyla Escobar	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.04
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.47
INC000000345707	Cassy Hahn	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.41
INC000000345711	Vickie Tiley	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.24
Help Desk	James Stearns	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.24
INC000000345718	Mark Evans	Network	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Network Operations	Dave Bodily	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.91
INC000000345736	Toni C Ansel	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.30
INC000000345776	Carissa Johnson	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000345806	Dorothy Williams	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.13
INC000000345812	Mark Evans	None	None	None		TIR Missed: No	TIR:	0.78
Voice/Data/WAN Services	Art Scott	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.79
INC000000345813	Nazanin Nourmohammadi	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.06
INC000000345820	Derrek Larson	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000345822	Jessica Ankenbauer	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000345824	Michelle W Christensen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000345829	Robert Birkinshaw	Application	Error	Novell GroupWise 32-bit Windov		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000345830	Jill Benson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.13
INC000000345831	Jennifer Roylance-Franco	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000345834	Janet Jolley	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000345846	Diane Lovell	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345853	Dan Schuring	Mobile Devices	Error	iPhone		TIR Missed: Yes	TIR:	1.74
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.74
INC000000345855	Jennifer Cunningham	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345862	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345865	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345866	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345868	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345869	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345871	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345873	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345874	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345876	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345877	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345880	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345881	John Davenport	Network	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000345895	Debbie Sparks	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000345899	Jennifer Cunningham	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345913	Mary Pannunzio	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345953	Debbie Sparks	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345955	Judy H Gardner	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345959	Judy H Gardner	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345960	Judy H Gardner	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345961	Judy H Gardner	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345962	Judy H Gardner	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345963	Judy H Gardner	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345964	Judy H Gardner	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345966	Dyann Smoot	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000345979	Levi Jones	Application	Error	Utah Works		TIR Missed: Yes	TIR:	9.17
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.37
INC000000345983	Levi Jones	Application	Error	Utah Works		TIR Missed: Yes	TIR:	9.56
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.56
INC000000345985	John Paul	PC/Laptop	Hardware	DWS Web		TIR Missed: No	TIR:	0.04
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000346006	Tawnia Page	Application	Error	Finance Data Warehouse		TIR Missed: No	TIR:	0.36
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000346010	Clayton Taylor	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.15
INC000000346050	Colleen Fitzgerald	Application	Password	PGP		TIR Missed: No	TIR:	0.18
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22

Workforce Services

INC000000346052	Michelle W Christensen	Application	Password	PGP		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya		Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.90
INC000000346069	Melissa Presley	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346071	Debbie Sparks	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346073	Jerry Norton	Application	Error	Utah Works		TIR Missed: Yes	TIR: 5.64
Application Support - UWORKS	Jeff Pryor		Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.64
INC000000346115	Emily Berriochoa	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346150	Tawnia Page	Application	Password	Active Directory		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346153	Jacki Randolph	Network	Password	RSA SecurID Software Token		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham		Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000346155	Sheryl Nisely	Application	Error	Utah Works		TIR Missed: Yes	TIR: 7.52
Application Support - UWORKS	Jeff Pryor		Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 14.32
INC000000346164	Mary Hualde	Application	Error	DWS Web		TIR Missed: Yes	TIR: 3.64
Application Support - Thin Client	James Kammeyer		Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.64
INC000000346193	Al Contreras	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.08
Metro A Desktop Support	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000346202	Trudi B Nelson	Application	Error	Utah Works		TIR Missed: Yes	TIR: 13.16
Application Support - UWORKS	Eric Strong		Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 13.16
INC000000346206	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay		Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000346208	Brent Newren	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya		Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000346211	Julie Lay	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya		Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000346215	Joe Edman	Application	Error	Microsoft Excel		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya		Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000346239	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd		Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346248	Derrek Larson	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Anthony Booyse		Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 14.36

Workforce Services

INC000000346254	Brooke LaFazia	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346256	Melissa Presley	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346259	Melissa Presley	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346277	Gary Waters	Network	Incident	None	TIR Missed: No	TIR:	0.08
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.21
INC000000346289	Natalie Henderson	Network	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000346298	Jerry Norton	Application	Error	Utah Works	TIR Missed: Yes	TIR:	3.30
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.30
INC000000346325	Tawnia Page	Application	Error	Content Manager	TIR Missed: No	TIR:	0.14
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.49
INC000000346334	Kathy Wendel	Telecom	Call Management	Telephone	TIR Missed: No	TIR:	0.20
Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.30
INC000000346336	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346389	Jenny Hansen	Network	Performance	None	TIR Missed: Yes	TIR:	1.34
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.09
INC000000346396	Randy Simon	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000346409	David Chatterley	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.93
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.93
INC000000346434	Shawn Mansell	Remote Connectivity	None	None	TIR Missed: No	TIR:	0.19
Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	12.67
INC000000346464	Sean Headden	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000346500	Joseph Oneil	Application	Reporting	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346505	Anthony Kelly	Network	Performance	None	TIR Missed: No	TIR:	0.08
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.59
INC000000346507	Gail Nelson Stokes	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.03
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.03

Workforce Services

INC000000346516	Shawna Gelhard	Application	Error	Utah Works		TIR Missed: No	TIR: 0.87
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.87
INC000000346576	Andrea Bo	Application	Error	Utah Works		TIR Missed: No	TIR: 0.23
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.23
INC000000346578	Jill Black	None	None	None		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Dane Smith	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.06
INC000000346581	Jenine Wood	Application	Error	Utah Works		TIR Missed: No	TIR: 0.96
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.96
INC000000346584	Christopher Yancey	Application	Error	Utah Works		TIR Missed: No	TIR: 0.21
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.21
INC000000346657	Evan Loveless	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346675	Bryan Kessinger	Application	Error	Utah Works		TIR Missed: No	TIR: 0.93
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.93
INC000000346691	Juan Lucero	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.07
INC000000346698	Ryan Burton	None	None	None		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346702	Glenda Furlong	None	None	None		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346708	Amber Hadley	None	None	None		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346722	Melanie Decker	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346740	Brenda Duvall	None	None	None		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346755	Daisy Baker	None	None	None		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346758	Shantelle Roberts	None	None	None		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346760	Gaylene Pebley	None	None	None		TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000346761	Cami Graff	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR: 12.92

Workforce Services

INC000000346778	Rene Meza	Application	Error	Utah Works		TIR Missed: No	TIR:	0.27
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000346793	Michael Iwasaki	Application	Password	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000346809	Greg Gardner	Mobile Devices	Error	iPhone		TIR Missed: No	TIR:	0.47
Application Services	Dustin Crump	Workforce Services	High	Closed	TTR Missed: No	TTR:	0.53
INC000000346816	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346847	Jesse Kremer	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.73
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.73
INC000000346861	Isaac Collard	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346864	Jolene Bundy	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346867	Jolene Bundy	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346868	Jolene Bundy	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346869	Jolene Bundy	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346870	Jolene Bundy	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346871	Jolene Bundy	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346873	Jolene Bundy	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346874	Jolene Bundy	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346875	Jolene Bundy	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346876	Jolene Bundy	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000346877	Lynda R Myore	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.28

Workforce Services

INC	Name	Category	Type	Item		Status	TIR Missed	TIR	TTR Missed	TTR
INC000000346878	Jolene Bundy	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed			No	0.00
INC000000346879	Jolene Bundy	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed			No	0.00
INC000000346925	Wendy Rosenthal	Application	Error	Utah Works			No	0.37		
	Application Support - UWORKS	Eric Strong	Workforce Services	Low		Closed			No	0.37
INC000000346927	Noah Zemke	None	None	None			No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed			No	0.00
INC000000346941	David Ashby	Application	Error	Novell GroupWise 32-bit Windov			No	0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Closed			No	0.00
INC000000346948	Melissa Daymont	PC/Laptop	Hardware	None			No	0.00		
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low		Closed			No	0.00
INC000000346950	Jill Benson	PC/Laptop	Hardware	None			No	0.00		
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low		Closed			No	0.00
INC000000347466	Veronica Palomino	Network	Error	None			No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved			No	1.12
INC000000347481	Paula Johns	PC/Laptop	Hardware	None			No	0.31		
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low		Resolved			Yes	9.70
INC000000347487	Marge Rajski	Network	Password	Novell Client for 32-bit Windows			No	0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved			No	0.00
INC000000347497	Victor Angeles	None	None	None			No	0.16		
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved			No	0.39
INC000000347500	Ted Barley	Network	Password	Novell Client for 32-bit Windows			No	0.63		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low		Resolved			No	3.77
INC000000347529	Laureen Royle	Application	Error	State Payroll Time Entry System			No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved			No	0.10
INC000000347534	Laurie Wittwer	Application	Password	DB2 Query Management Facilit			No	0.00		
	Metro B Help Desk	Val Shepherd	Workforce Services	Low		Resolved			No	0.00
INC000000347542	Kent Njord	Application	Password	Novell GroupWise			No	0.35		
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved			No	0.41
INC000000347545	Susan Weaver-Levet	Application	Reporting	Content Manager			No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved			No	
INC000000347548	Noemi Monge	Network	Password	Novell Client for 32-bit Windows			No	0.28		
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved			No	0.91

Workforce Services

INC000000347591	David Cote	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000347597	Amy Bethel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000347619	Tiffanie Adams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000347628	Nicola Stark	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.16
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.16
INC000000347636	Kristine Larson	Application	Error	None		TIR Missed: No	TIR:	0.31
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	7.33
INC000000347644	Heather M Williams	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.44
Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.44
INC000000347661	Kathy Koller	PC/Laptop	None	None		TIR Missed: No	TIR:	0.09
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.33
INC000000347671	Jim Mansfield	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.05
INC000000347677	Patti Fryhling	Network	Incident	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000347678	Mary Pannunzio	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000347679	Seth Niederhauser	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.31
Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.40
INC000000347687	Robert Gilbert	Wireless Connectivity	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.62
INC000000347689	Ashley Baker	Print/Copy/Scan/Fax	None	Kofax ImageControls		TIR Missed: No	TIR:	0.48
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.48
INC000000347715	Jeris Shira	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.07
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.07
INC000000347748	Mary Silva	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.02
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.02
INC000000347774	Connie I Fowler	Telecom	Hardware	None		TIR Missed: No	TIR:	0.08
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.77
INC000000347805	Teresa Meyer	Application	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.33

Workforce Services

INC000000347845	Rebecca D Anderson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000347849	Paula Johns	PC/Laptop	None	None	TIR Missed: No	TIR:	0.50
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.76

INC000000347861	Rebecca D Anderson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000347906	Raylyn Tucker	Application	Error	Content Manager	TIR Missed: No	TIR:	0.09
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09

INC000000347919	Tami Huntington	Telecom	Call/Receive	None	TIR Missed: No	TIR:	0.22
	Voice Operations	Romanza Hamblin	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	0.29

INC000000347924	Angel Grossaint	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000347925	Toni C Ansel	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.57

INC000000347952	Shirley Hilton	Application	Error	Microsoft Windows XP Professic	TIR Missed: Yes	TIR:	1.14
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.20

INC000000347988	Vicki J Jensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000347996	Kristine Larson	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.46

INC000000347999	Kristine Larson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.79

INC000000348002	Clayton Toone	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000348006	Kathy Deets	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000348009	Valerie Martin	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13

INC000000348019	Brook Mecham	Application	Error	Utah Works	TIR Missed: Yes	TIR:	41.67
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	41.67

INC000000348046	Barbara McElhinney	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.70

INC000000348071	Toni C Ansel	Application	Password	DWS Intranet	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11

Workforce Services

INC000000348079	Michael Atkin	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348098	Jeris Shira	Network	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.54
INC000000348111	Kerry Torres	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	5.54
INC000000348125	Jennifer Buonocore	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.26
INC000000348133	David Chatterley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.14
INC000000348151	Jacquelyn Harris	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.39
INC000000348174	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348229	Rene Meza	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348235	Tricia Matz-Underwood	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348242	Sara Schultz	Network	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	5.77
INC000000348244	Scott Smith	Application	Password	None		TIR Missed: No	TIR:	0.13
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.17
INC000000348256	Karen Shepherd	Application	None	DWS Capture		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348263	Stacy Neal	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.34
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.34
INC000000348282	Kevin Burt	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348285	Jennifer Owens	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348288	Timothy Budd	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348294	Stacy Neal	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.10
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.29

Workforce Services

INC000000348296	Ted Barley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348298	Rachelle Rypien-Walker	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000348311	Noah Zemke	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348356	Leigh Page	None	None	None	TIR Missed: No	TIR:	0.37
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.68
INC000000348384	Rebecca Banner	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348396	Evelyn Gonzales	Application	Password	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000348405	Brigham Andrew	Application	None	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.20
INC000000348409	Branden Hoffman	Application	None	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.20
INC000000348412	Sarah Pullman	Application	None	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.20
INC000000348420	Patricia Rose	Application	None	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.17
INC000000348433	Carolyn Rowland	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - DBA	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000348435	Penney Chipp	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000348436	Marilu Uribe	None	None	None	TIR Missed: No	TIR:	0.15
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000348438	Dorothy Williams	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000348444	Stephanie Harding	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000348445	Tricia Fuhriman	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000348447	Kathleen Haile	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11

Workforce Services

INC000000348449	Anna Rodriguez	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348450	Holly Tanner	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05

INC000000348451	Kaylin Bang	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348455	Joy Majors	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348457	Logan Ellsworth	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348458	Ashley Baker	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348459	Laura Beckstrand	Application	Error	DWS Web	TIR Missed: No	TIR: 0.57
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.60

INC000000348461	Marge Rajski	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348463	Brittany Jones	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348465	Janet Cole	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348467	Sharon Holmes	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348468	Joanne Austria	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348469	Heather M Williams	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348470	Gavin Mangelson	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348474	Lori Montague	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348476	Lane Anderson	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000348477	Iris Pruneda	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

Workforce Services

INC000000348483	Danette Groesbeck	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - Content Man:	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000348485	Kathaleen Williams	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - Content Man:	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000348487	Dereje Shawl	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - Content Man:	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000348488	Verlin Christensen	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348489	Bettina Smith	Application	Error	Microsoft Office Professional 20		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.98
INC000000348490	Verlin Christensen	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348495	Abi Borrego	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - Content Man:	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000348499	Carol Guymon	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - Content Man:	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000348500	Gilda Castillo	Application	Error	Content Manager		TIR Missed: No	TIR:	0.08
Application Support - Content Man:	Nate Olson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000348501	Cindy Gillespie	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - Content Man:	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000348502	Carol Lowman	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - Content Man:	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000348506	Kathy Hintze	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348509	Kristine Larson	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000348526	Mardee Thompson	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000348528	Melissa Daymont	Application	Error	Utah Works		TIR Missed: Yes	TIR:	12.58
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	12.58
INC000000348530	Heather Knowlton	None	None	None		TIR Missed: No	TIR:	0.21
Application Support - Content Man:	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.21
INC000000348531	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.02

Workforce Services

Incident	Customer				TIR Missed	TIR
INC000000348533	James McCoy	None	None	None	TIR Missed: No	TIR: 0.43
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.43
INC000000348536	Sandra Pyper	None	None	None	TIR Missed: No	TIR: 0.50
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.50
INC000000348540	Michelle W Christensen	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000348547	Reyna Romero	None	None	None	TIR Missed: No	TIR: 0.17
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.17
INC000000348552	Nicole Kerwood	Application	Reporting	Utah Electronic Resource and E	TIR Missed: Yes	TIR: 1.37
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.37
INC000000348554	Richard Donegan	Application	None	Utah Works	TIR Missed: Yes	TIR: 6.70
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 6.70
INC000000348565	Brent Newren	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000348567	Liz Lobato	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000348569	Liz Lobato	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000348572	Kristine Larson	None	None	None	TIR Missed: No	TIR: 0.30
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.30
INC000000348574	Judy H Gardner	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000348575	Mimose Montes	None	None	None	TIR Missed: No	TIR: 0.16
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.16
INC000000348578	Liz Lobato	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000348579	Liz Lobato	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000348581	Liz Lobato	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000348583	Liz Lobato	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000348584	Liz Lobato	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000348585	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348587	Mimose Montes	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.87
INC000000348588	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348591	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348593	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348594	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348595	Liz Lobato	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348607	Thomas Clark	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.49
INC000000348609	Lani Wilson-Klingsporn	None	None	None		TIR Missed: No	TIR:	0.05
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000348616	Stuart Bunker	Application	Error	Utah Works		TIR Missed: Yes	TIR:	35.74
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	35.74
INC000000348636	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348638	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348737	Ashley Baker	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348761	Michelle Ann Pierson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.62
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.62
INC000000348764	Anna Rodriguez	Application	Reporting	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348765	Lindsey Johnson	Mainframe	Password	BlueZone		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000348777	Emmalee Hunt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.24
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.03

Workforce Services

INC000000348779	Scott Springer	Telecom	Call/Receive	None		TIR Missed:	No	TIR:	0.36
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.48
INC000000348782	Linh Tran	Application	Reporting	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.17
INC000000348796	Lindsey Caffall-Davis	Application	Error	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.17
INC000000348803	Margie Mohler	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000348812	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.50
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.50
INC000000348815	Jason J Burton	Application	Reporting	PGP		TIR Missed:	No	TIR:	0.52
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.45
INC000000348821	Jill Benson	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.21
INC000000348828	Stacy Neal	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000348830	Noemi Monge	Application	Password	Cisco AnyConnect VPN Client		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000348833	LeeAnn Glass	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.16
INC000000348844	Malida Stram	Network	Incident	None		TIR Missed:	No	TIR:	0.65
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.62
INC000000348848	Stacy Neal	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000348853	Rebecca Farnsworth	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
INC000000348872	Charise Asleson	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000348873	Tawnia Page	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.29
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.29
INC000000348877	Winston Inoway	None	None	None		TIR Missed:	No	TIR:	0.23
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.23
INC000000348893	Sandra McCormick	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.38

DTS Enterprise Incident Report

As of **8/1/2011**

Workforce Services

Incident	Requester	Category	Type	Item		Priority	Status	TIR Missed	TIR
INC000000348900	Laurie Wittwer	Print/Copy/Scan/Fax	Incident	None				TIR Missed: No	TIR: 0.84
Metro A Desktop Support	Robert Wall	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 2.60
INC000000348912	LeAnn Hatfield	None	None	None				TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000348930	Michele White-Milgate	PC/Laptop	Hardware	None				TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Mike Wilde	Workforce Services			Low	Resolved		TTR Missed: Yes	TTR: 8.42
INC000000348945	Loggins Merrill	None	None	None				TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000348946	Toni C Ansel	None	None	None				TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000348949	Toni C Ansel	None	None	None				TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000348954	Toni C Ansel	None	None	None				TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000348956	Toni C Ansel	None	None	None				TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000348957	Toni C Ansel	None	None	None				TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000348958	Toni C Ansel	None	None	None				TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000348959	Alexia Murphy	None	None	None				TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Mike Wilde	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000348961	Toni C Ansel	None	None	None				TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000348962	Danielle Wilson	Application	Error	Internet Explorer				TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.06
INC000000348964	Carolyn Paul	None	None	None				TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000348981	Candace Rockwell	Mainframe	Error	BlueZone				TIR Missed: No	TIR: 0.00
Metro B Help Desk	Gary Graham	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.40
INC000000348987	Alexia Murphy	Application	Password	Novell Messenger				TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 0.10
INC000000348990	Deborah Graber	PC/Laptop	Virus	None				TIR Missed: No	TIR: 0.09
Metro A Desktop Support	Rodney Austin	Workforce Services			Low	Resolved		TTR Missed: No	TTR: 2.33

Workforce Services

INC000000348999	Gabriella Cubas	Application	Password	PGP		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000349011	Anna Rodriguez	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000349038	Carla Navarro	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000349062	Cindy Gillespie	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.32
INC000000349068	Debra Zavala	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.29
INC000000349075	Rebecca Williams	Application	None	None		TIR Missed: No	TIR:	0.57
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.57
INC000000349081	Glenda Snodgrass	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.40
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.40
INC000000349088	Brittany Jones	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.12
INC000000349095	Steve Cuthbert	None	None	None		TIR Missed: No	TIR:	0.24
Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.25
INC000000349096	Kathaleen Williams	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.09
INC000000349097	Glenda Snodgrass	Application	None	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000349101	Sydney Christensen	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.94
INC000000349103	Craig Emett	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.04
INC000000349111	Carolyn Rowland	Application	Error	Acrobat Reader		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.00
INC000000349135	Pamela Surakhun	PC/Laptop	None	None		TIR Missed: Yes	TIR:	1.56
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.56
INC000000349140	Kristy Callich	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.63
INC000000349155	Cindy Adams	Telecom	None	None		TIR Missed: No	TIR:	0.25
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.88

Workforce Services

| INC000000349169 | Casey Maldonado | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.17 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.31 |

| INC000000349203 | Ma'afala Koko | Application | Password | DWS Intranet | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000349204 | Casey Maldonado | Application | Password | DWS Intranet | TIR Missed: | No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 1.01 |

| INC000000349207 | Debbie Zaugg | Application | Reporting | None | TIR Missed: | No | TIR: | 0.30 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.35 |

| INC000000349210 | Holli Turner | PC/Laptop | Hardware | None | TIR Missed: | No | TIR: | 0.51 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.70 |

| INC000000349233 | Gary Kimber | None | None | None | TIR Missed: | No | TIR: | 0.23 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 1.17 |

| INC000000349240 | Shaylyn Christensen | Application | Password | DWS Web | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.10 |

| INC000000349248 | Sandra Davis | Application | Error | Content Manager | TIR Missed: | No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 1.67 |

| INC000000349249 | Karen Gardner | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000349260 | Tawnia Page | Application | Error | None | TIR Missed: | No | TIR: | 0.19 |
| Metro A Desktop Support | Adam Staks | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 5.01 |

| INC000000349269 | John T Mathews | Application | None | Novell GroupWise | TIR Missed: | No | TIR: | 0.15 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.47 |

| INC000000349270 | Dawn Nelson | Application | Reporting | State Payroll Time Entry System | TIR Missed: | No | TIR: | 0.09 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.09 |

| INC000000349287 | Shawn Jolley | PC/Laptop | None | None | TIR Missed: | No | TIR: | 0.00 |
| Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 3.72 |

| INC000000349320 | Mardee Thompson | Application | Error | DWS Web | TIR Missed: | No | TIR: | 0.00 |
| Application Support - Web Dev | Justin Miller | Workforce Services | Low | Resolved | TTR Missed: | Yes | TTR: | 47.69 |

| INC000000349321 | Tom Turley | Application | None | Novell GroupWise | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.17 |

| INC000000349329 | Kim Auberger | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | |

| INC000000349340 | Maria Dupaix | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 1.45 |

Workforce Services

INC000000349368	Nancy Galt	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.24
Metro A Desktop Support	Robert Wall		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.45
INC000000349389	Carrie Tenifa	Application	Error	None	TIR Missed: No	TIR:	0.12
Operations Production Control	Christie Burnham		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000349423	Maria Dupaix	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.17
Metro A Desktop Support	Tracy VanderVaart		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.25
INC000000349426	Shaylyn Christensen	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.14
Rural Central Desktop Support	Jeremy Standifird		Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.11
INC000000349435	Anna Rodriguez	Application	Error	Adobe Acrobat	TIR Missed: No	TIR:	0.04
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000349479	Cathy Maynard	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Metro C Help Desk	Chuck Wilson		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000349481	Vilma Flores	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000349499	Jared Price	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.11
INC000000349516	Anna Rodriguez	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.15
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.32
INC000000349531	Judy Kearns	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.57
INC000000349532	Neil Rollins	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000349559	Stephanie Hardman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000349603	Paula Johns	None	None	None	TIR Missed: No	TIR:	0.33
Network Operations	Brian Chatwin		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.69
INC000000349606	Isaac Collard	Application	None	Microsoft Office Professional 20	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000349617	Kristine Larson	None	None	None	TIR Missed: No	TIR:	0.94
Application Support - Thin Client	Bonnie Snider		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.65
INC000000349631	Dennis Canning	Application	Password	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000349632	David Marshall	Application	Error	Utah Works	TIR Missed: Yes	TIR:	27.92
Application Support - UWORKS	Jeff Pryor		Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	27.92

Workforce Services

INC000000349659	Nancy Deras	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000349673	Kelly E Rees-Maw	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000349712	Toni C Ansel	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000349747	Stephen Lisonbee	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000349750	Pamela Werner	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000349751	Gerald Gappmayer	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000349787	Osman Ahmed	Network	Error	None	TIR Missed:	No	TIR:	0.00
Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.62
INC000000349793	Arlene Beckstead	Application	Reporting	None	TIR Missed:	No	TIR:	0.67
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.32
INC000000349809	Sherri Kirk	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.80
INC000000349812	Patricia Kamai	Application	Error	Contributions Automated Tax Sy	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.54
INC000000349838	Jasmina Baxter	Application	Password	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000349839	Doug Lusty	Application	Reporting	Contributions Automated Tax Sy	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.21
INC000000349846	Chris Loizos	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000349850	Sandy Flores	Application	Error	Novell GroupWise 32-bit Window	TIR Missed:	No	TIR:	0.00
Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.24
INC000000349858	Javier Hernandez	Telecom	Dial Tone	Telephone	TIR Missed:	No	TIR:	0.17
Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.37
INC000000349867	Doyle Bender	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.22
INC000000349869	Christy Cedarstrom	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.08

Workforce Services

INC000000349884	Bryan Kessinger	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.09
INC000000349890	Son Chau	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.05
INC000000349905	Heidi Acree	Application	Reporting	None		TIR Missed: Yes	TIR:	1.10
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.31
INC000000349907	Brigham Andrew	None	None	None		TIR Missed: No	TIR:	0.13
Application Support - EFIND	Laurie Meriwether	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.24
INC000000349915	Jessica Staker	Application	None	None		TIR Missed: Yes	TIR:	1.08
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.49
INC000000349919	Karen Quackenbush	None	None	None		TIR Missed: No	TIR:	0.64
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.84
INC000000349943	Randi Carter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.13
INC000000349950	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.01
INC000000349994	Christy Cedarstrom	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.13
INC000000349996	Marilyn Draper	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000350000	John Olson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.06
INC000000350007	Gaylene Pebley	None	None	Novell Messenger		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.44
INC000000350015	Brandon Anderson	None	None	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000350020	Gregory Whittaker	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000350037	Amy Larsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.77
INC000000350038	Kristen Floyd	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000350043	Bridgit Wekluk	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.03

Workforce Services

| INC000000350052 | Shallen Kimber | None | None | PGP | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.42 |

| INC000000350060 | Karla Aguirre | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000350062 | Teresa Gentry | None | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350073 | Elizabeth Fitzpatrick | Application | Error | Utah Electronic Resource and E | TIR Missed: Yes | TIR: | 1.56 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.56 |

| INC000000350078 | Audrey M Curtis | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350080 | Shari Elliott | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350082 | Olga Matviyenko | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350083 | Mark Petrie | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350086 | Kevin Goldthorpe | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350088 | Osman Ahmed | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350089 | Tyler Massey | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350090 | Jilaun Perfetto | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350094 | Misty Williams | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350096 | Lien Le | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350097 | Debra Warrington | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.07 |

| INC000000350098 | Wendy L Smith | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350099 | Rocio Feliz | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

Workforce Services

| INC000000350100 | Debbi Warmus | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350103 | Alexis Rodriguez | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350105 | Brenda Jones | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350108 | Mary Conder | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350110 | Fran Cannard | Telecom | IP | None | TIR Missed: No | TIR: | 0.34 |
| Voice Operations | Gail Christiansen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.11 |

| INC000000350111 | Juri Strong | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350114 | Jackie McAtee | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350115 | Kevin Kehr | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350119 | Denice Springer | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350122 | Tricia Fuhriman | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350123 | Sheryl Benton | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350125 | Carolyn Nay | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350130 | Wendi Jo Knighton | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.18 |

| INC000000350187 | Keith Frank | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.35 |
| Operations Production Control | Duane Hardy | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.24 |

| INC000000350240 | Dawn Steinike | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.55 |
| Metro A Desktop Support | Adam Staks | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.99 |

| INC000000350245 | Paula Bowen | None | None | None | TIR Missed: No | TIR: | 0.12 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.84 |

| INC000000350259 | Christy Cedarstrom | Application | None | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.47 |

Workforce Services

INC000000350273	Kaylee Ashdown	Application	Error	Adobe Reader		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000350295	Patti Fryhling	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000350296	Janet Beasley	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.92
Metro A Desktop Support		Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.47
INC000000350339	Lindsey Caffall-Davis	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.13
Application Support - EREP		David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000350340	Leisha Brown	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.97
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.97
INC000000350342	De Ette Richards	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000350343	Lea Betty	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000350344	Milton Olsen	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000350345	Amie Graff	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000350346	Debbie Stavros	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000350348	Malida Stram	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000350354	DeeAnn Shumway	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.51
INC000000350358	Kacey Adams	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000350365	Brenda Martin	Telecom	IP	Telephone		TIR Missed: No	TIR:	0.30
Voice Operations		Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.15
INC000000350373	Ler Wah	Network	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.32
INC000000350390	Bonnie Baudino	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000350391	Kuuipo Malungahu	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.05
Voice Operations		Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.14

Workforce Services

| INC000000350393 | Nikki Cox | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.03 |

| INC000000350394 | Rebecca Williams | PC/Laptop | Error | Microsoft Windows 7 | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Adam Staks | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 5.04 |

| INC000000350397 | Kaylee Ashdown | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Eileen Dubach | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000350407 | Ammi Tracy | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Network Operations | Dave Bodily | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.21 |

| INC000000350416 | Michael Barnes | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.25 |

| INC000000350420 | Leann Moffat | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000350450 | Nicole Wily | Application | Error | Utah Electronic Resource and E | TIR Missed: Yes | TIR: | 1.03 |
| | Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.03 |

| INC000000350454 | Melanie Decker | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 5.61 |

| INC000000350458 | Terri L Garcia | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 5.63 |

| INC000000350462 | Shari Elliott | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 5.61 |

| INC000000350475 | Karla Aguirre | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000350478 | Terri Waters | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000350482 | Jana Nell | None | None | None | TIR Missed: Yes | TIR: | 1.41 |
| | Rural Central Desktop Support | Ron LeBaron | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.41 |

| INC000000350485 | Bob Coash | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.08 |
| | Help Desk | Brenda Treadway | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.08 |

| INC000000350492 | Judy Ward | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000350503 | Kerry Daniels | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000350521 | Karen Quackenbush | None | None | None | TIR Missed: No | TIR: | 0.07 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.55 |

Workforce Services						

INC000000350529	Randilee Spencer	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.53
INC000000350530	Marge Rajski	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.08
INC000000350533	Jeris Shira	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.08
INC000000350541	Doris Adams	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.05
INC000000350574	Cindy Adams	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000350575	Cindy Adams	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000350576	Ryan Rees	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000350578	Shonie Barker	Telecom	None	None		TIR Missed: No	TIR:	0.14
	Voice Operations	Romanza Hamblin	Workforce Services	High	Resolved	TTR Missed: No	TTR:	0.51
INC000000350598	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000350655	Trish West	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	24.34
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	24.34
INC000000350660	Javier Hernandez	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.17
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000350662	Raylyn Tucker	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.62
INC000000350672	Trish West	Network	Performance	None		TIR Missed: No	TIR:	0.00
	Network Operations	J. L. Flack	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.39
INC000000350693	Paula Bowen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.22
INC000000350709	Michael Banks	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000350712	Robert Goodwin	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.90
INC000000350742	Cindy Bertagnolli	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.55

DTS Enterprise Incident Report
As of **8/1/2011**

Workforce Services

Incident	Requester	Category	Type	CI		TIR/TTR	
INC000000350745	Bridgit Wekluk	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000350762	Patrick Spencer	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.71
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.71
INC000000350773	Kathleen Leiker	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000350774	Derrek Larson	Wireless Connectivity	Error	None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 6.28
INC000000350791	David Ashby	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000350826	Arlene Beckstead	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.59
INC000000350830	Tami Huntington	Application	Reporting	PGP	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.01
INC000000350832	Jeff D Rasmussen	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.20
INC000000350837	Lanore Cunningham	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	1.36
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.36
INC000000350839	Colby Hargis	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000350843	Darrin Nielsen	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.10
INC000000350845	Dyann Smoot	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000350847	Brigham Andrew	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000350851	Iris Pruneda	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.15
INC000000350875	Lynda Bonner	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.07
INC000000350877	Sariah Hunt	Network	None	None	TIR Missed: Yes	TIR:	10.40
	Capitol Hosting	Curtis Parker	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 17.22
INC000000350880	Patrick Concepcion	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000350881	Lisa C Peterson	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR: 21.33
	Application Support - EREP	David Moffitt	Workforce Services	Low Resolved	TTR Missed: Yes	TTR: 21.33
INC000000350882	Amber Trussell	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Resolved	TTR Missed: No	TTR:
INC000000350886	Linda Lundberg	Application	Reporting	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.26
INC000000350888	Lisa C Peterson	Application	Error	Utah Works	TIR Missed: Yes	TIR: 1.27
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.27
INC000000350895	Barbara Garcia	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.09
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low Resolved	TTR Missed: No	TTR: 5.30
INC000000350896	Patti Sellers	Application	Reporting	Utah Works	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000350897	Jake Gaston	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.02
INC000000350938	Scott Butterfield	Network	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.13
INC000000350943	Rebecca Weston	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR: 20.64
	Application Support - EREP	David Moffitt	Workforce Services	Low Resolved	TTR Missed: Yes	TTR: 20.64
INC000000350948	Kenneth G Allen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.73
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.32
INC000000350965	Mary Nay	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR:
INC000000350967	Valerie Argyle	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.12
INC000000350969	Matthew Larson	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000350976	Matthew Larson	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000350978	Matthew Larson	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000350980	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000350981	Debbie Torres	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000350982	Laurie Ocobock	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000351006	Lauren Barker	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351010	Happi Hansen	Application	Error	DWS Web	TIR Missed: Yes	TIR:	1.64
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.64
INC000000351013	Stephanie Harding	Application	Error	OpenOffice.org	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.37
INC000000351025	Abrial Marroquin	Network	Error	dws web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000351036	Lonny Marchbanks	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351042	Susana Rollins	Network	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.82
INC000000351108	Terry Lisonbee	Network	Incident	None	TIR Missed: No	TIR:	0.25
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.77
INC000000351111	Annalee Hoffman	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351140	Edina Cesko-Wilson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351142	Annalee Hoffman	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.03
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000351158	Annette Schvaneveldt	Application	Password	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000351175	Vivian Olson	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351232	Tim morris	None	None	None	TIR Missed: No	TIR:	0.00
	Metro C Desktop Support	Cody Flanders	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351251	Lani Wilson-Klingsporn	Application	Error	Utah Works	TIR Missed: Yes	TIR:	9.84
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	9.84
INC000000351287	Michelle Phillips	Application	Error	None	TIR Missed: No	TIR:	0.00
	Application Support - EFIND	Laurie Meriwether	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000351289	Mary Zorn	Application	Error	None	TIR Missed: No	TIR:	0.37
	Application Support - EFIND	Laurie Meriwether	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.70

Workforce Services

| INC000000351293 | Diana Apperson | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.33 |

| INC000000351295 | Patrice West | Application | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.33 |

| INC000000351296 | Jared Henricksen | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EFIND | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000351298 | Selma Meono | Application | Error | Utah Electronic Resource and E | TIR Missed: Yes | TIR: | 16.12 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 16.12 |

| INC000000351300 | Lida Khoshal | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EFIND | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000351304 | Raylyn Tucker | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000351305 | Carolyn Rowland | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000351312 | Joanne Nunes | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000351315 | Brandi Gunnell | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EFIND | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000351318 | Lori Montague | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EFIND | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000351320 | Elizabeth Fitzpatrick | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EFIND | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000351321 | Elizabeth Fitzpatrick | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000351326 | Linda Englishhone | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EFIND | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000351330 | Jackie McAtee | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EFIND | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000351337 | Kari L Allen | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000351342 | Carolyn Paul | None | None | None | TIR Missed: Yes | TIR: | 1.12 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.70 |

| INC000000351347 | Phuc Nguyen | Network | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

Workforce Services

INC000000351360	Grazyna Janeczko	Server	None	None		TIR Missed: No	TIR:	0.83
Metro A Desktop Support		Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.20
INC000000351383	Dawn Nelson	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Help Desk		Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.74
INC000000351411	Kuuipo Malungahu	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.00
Application Support - CUBS		Rick Kowalczik	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000351427	Michelle W Christensen	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351437	Jeffrey Creer	Application	Password	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351446	Derrek Larson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000351461	Oscar Molina	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351468	Gabby Calero	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351487	Matthew Larson	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351488	Matthew Larson	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351510	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro C Help Desk		Chuck Wilson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351525	Mary Pannunzio	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351530	Janene Pearce	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351535	Valerie Argyle	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000351537	Chris Cook	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000351538	Amy Barnes	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351541	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

DTS Enterprise Incident Report

As of **8/1/2011**

Workforce Services

Incident	Requester	Category	Type	CI		TIR Missed		TIR
INC000000351543	Jeffrey Creer	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.77
Application Support - EFIND	Anhkim Le	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR:	12.73
INC000000351546	Andrew Smart	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351568	Tiffany Hagen	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351572	Twila Anderson	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351573	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351586	Yvonne Krause	Network	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351588	Pamela J Wilson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Steven Haderlie	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351590	Sean Glenn	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Steven Haderlie	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	
INC000000351591	Vickie Larson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351593	Candace Rockwell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351594	Melinda Adams	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.54
INC000000351608	Mary Conder	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000351622	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351623	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351624	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351665	Stacy Neal	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000351666	Jeff D Rasmussen	Application	Reporting	Novell iPrint		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000351667 | Dyann Smoot | Application | Reporting | Novell iPrint | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000351668 | Nidia Meza | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000351669 | Veronica Comandone | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000351676 | Debra Mace | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.54 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.27 |

| INC000000351825 | Annette Johnson | Application | Password | Utah Master Directory | TIR Missed: Yes | TIR: | 12.79 |
| | Help Desk | Brenda Treadway | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 12.79 |

| INC000000352273 | Randilee Dowland | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Application Support - Thin Client | Bonnie Snider | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.64 |

| INC000000352286 | Janet Gale | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.84 |
| | Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.20 |

| INC000000352288 | Lynnette McKee | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.13 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.83 |

| INC000000352291 | Jennifer Mattinson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000352300 | Tasha Brooks | None | None | None | TIR Missed: No | TIR: | 0.71 |
| | Application Support - Thin Client | Bonnie Snider | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 5.60 |

| INC000000352304 | Kim Hathaway | Application | Password | Content Manager | TIR Missed: No | TIR: | 0.59 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.59 |

| INC000000352307 | Brent Fife | Network | Incident | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000352312 | Chad Charlesworth | Application | Password | Novell GroupWise 32-bit Window | TIR Missed: No | TIR: | 0.09 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.20 |

| INC000000352317 | Patrick Concepcion | PC/Laptop | Password | None | TIR Missed: No | TIR: | 0.12 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.19 |

| INC000000352323 | Jenny Barrow | None | None | None | TIR Missed: No | TIR: | 0.60 |
| | Application Support - Thin Client | Bonnie Snider | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 5.53 |

| INC000000352353 | Barbara Andersen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.18 |

| INC000000352355 | Lyn Frohlich | Application | Password | Computerized Unemployment B | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

Workforce Services

| INC000000352361 | Mona Guet | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.07 |

| INC000000352376 | Malida Stram | Application | Error | None | TIR Missed: No | TIR: | 0.05 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.31 |

| INC000000352377 | Annalee Hoffman | Application | Error | Utah Master Directory | TIR Missed: Yes | TIR: | 1.41 |
| | Application Services | Martin Gonzalez | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.58 |

| INC000000352391 | Jennifer Meyer-Smart | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.14 |
| | Metro A Desktop Support | Adam Staks | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 5.38 |

| INC000000352392 | Lucy Johnson | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000352395 | Ashley Baker | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.14 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |

| INC000000352444 | Chris Gordon | None | None | None | TIR Missed: No | TIR: | 0.06 |
| | Metro A Desktop Support | Adam Staks | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.87 |

| INC000000352451 | Kacey Adams | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000352473 | David Whiteside | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.28 |

| INC000000352483 | Shirley Hilton | Application | Reporting | Novell GroupWise | TIR Missed: Yes | TIR: | 1.02 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.09 |

| INC000000352486 | Rebecca D Anderson | None | None | None | TIR Missed: No | TIR: | 0.04 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.04 |

| INC000000352502 | Richard Sanchez | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: | 0.04 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.12 |

| INC000000352507 | Jeremiah Borrowman | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.12 |

| INC000000352512 | Heather Kelsey | Application | Error | None | TIR Missed: No | TIR: | 0.03 |
| | Metro B Desktop Support | Sean Chadbourne | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.52 |

| INC000000352525 | Sean Glenn | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Steven Haderlie | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000352544 | Juliana Smith | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000352547 | Jacqueline Parker | Application | Reporting | Novell GroupWise | TIR Missed: No | TIR: | 0.63 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.20 |

Workforce Services

INC000000352548	Milagros Santos	Application	Error	Utah Works		TIR Missed: No	TIR:	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000352550	Mandy McKinnon	Application	Error	None		TIR Missed: No	TIR:	0.32
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.75
INC000000352566	Jolie Bevers	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000352575	Lindsey Caffall-Davis	Telecom	IP	Telephone		TIR Missed: No	TIR:	0.42
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.55
INC000000352585	Gabriella Cubas	Application	Password	PGP		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352603	Tim Early	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000352608	Karen Gardner	Application	Error	Utah Works		TIR Missed: Yes	TIR:	4.80
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.80
INC000000352613	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352616	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352617	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352621	Karen Conley	Network	Error	None		TIR Missed: No	TIR:	0.06
	Network Operations	Jack Bridwell	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.06
INC000000352624	Olivia White	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352633	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352634	Patricia Kamai	Application	Password	None		TIR Missed: No	TIR:	0.02
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000352636	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352637	Matt Garrett	None	None	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.04
INC000000352639	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000352641	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352648	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352649	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352672	Victoria Solares	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352674	Teal Davis	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000352721	Sherry Stevens	None	None	Microsoft Office		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352742	Jennifer Meyer-Smart	PC/Laptop	Password	Microsoft Windows Operating S'		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352765	Chris Banks	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.18
INC000000352769	Al Yardley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000352773	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352775	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352777	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352779	Mary Gehman-Smith	None	None	None		TIR Missed: No	TIR:	0.26
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000352780	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352781	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352782	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000352783	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000352786	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000352788	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000352789	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000352794	Marge Rajski	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	7.34
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.34

INC000000352801	Doralie Gale	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000352812	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03

INC000000352817	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000352823	Brandi Gunnell	Telecom	IP	Telephone		TIR Missed: No	TIR:	0.85
Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.85

INC000000352862	Annette Hullinger	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000352863	Tamara Anton	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000352865	Veronica M Valadez	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.18
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18

INC000000352866	Laura Carter	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	6.73
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.73

INC000000352867	Tracy Barrera	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000352868	Leonardo A Gramajo	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000352869	Tracy Barrera	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000352870	Mark Petrie	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000352873	Dawna Blackett-Lopez	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000352876	Victoria Solares	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000352891	Linda Lundberg	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000352897	Jason Allcott	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	1.29
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.29
INC000000352899	Toni C Ansel	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000352918	Helen Hanson	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000352925	Clayton Toone	Network	Incident	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000352960	Jolene Bundy	None	None	None	TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000352964	Stephen Lisonbee	None	None	None	TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000352969	Mitch Romo	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000352991	Nobilee Hutchinson	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000352992	Gaylinn Frandsen	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000352993	Sean Glenn	None	None	None	TIR Missed:	Yes	TIR:	1.10
Application Support - UI Web	Don Hedges	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.18
INC000000352997	Lisa Roman	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000353004	Kathy Kirby	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000353009	Paul Birkbeck	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	5.34
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.34
INC000000353010	Lindsey Caffall-Davis	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000353012	Cecilia Shimanek	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	

Workforce Services

INC000000353013	Susan M White	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000353016	Paul Elliott	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000353018	Malida Stram	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000353020	Joyce Henline	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000353024	Carolyn Nay	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000353026	Amanda Matravers	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000353029	Robert Christensen	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000353031	Victor Angeles	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000353034	Melinda Adams	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000353035	Bradley Stone	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000353036	Audrey M Curtis	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000353037	Heather M Williams	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000353059	Tasha Brooks	PC/Laptop	None	None	TIR Missed: Yes	TIR:	1.18
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.18
INC000000353061	Maria Dupaix	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000353078	Chris Cook	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.21
INC000000353080	Doyle Bender	Application	Error	Microsoft Excel	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.18
INC000000353087	Rebecca D Anderson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000353095 | Leslie Minaya | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000353110 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.02 |

| INC000000353111 | Rachel Gleason | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000353115 | Jeffrey Creer | Application | Error | eFIND/eSHARE | TIR Missed: Yes | TIR: | 1.61 |
| Application Support - EFIND | Trent Ady | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.61 |

| INC000000353154 | Rebecca D Anderson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000353192 | Amy Bethel | Application | Password | Active Directory | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000353213 | Yvonne Krause | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000353266 | Kim Raddon | None | None | None | TIR Missed: Yes | TIR: | 2.10 |
| Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 8.31 |

| INC000000353269 | Brenda Duvall | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000353274 | Scott J Clark | Telecom | None | None | TIR Missed: No | TIR: | 0.19 |
| Voice Operations | Romanza Hamblin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.32 |

| INC000000353284 | Lonny Marchbanks | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000353347 | Barbara McElhinney | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000353367 | Suellen Michel | Application | Error | DWS Intranet | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.13 |

| INC000000353368 | Isaac Collard | Application | None | Content Manager | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.01 |

| INC000000353372 | Marge Rajski | Application | None | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000353459 | Randy J Thompson | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Dawn Wayment | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000353502 | Mandy Davis | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

Workforce Services

INC000000353505	Candace Rockwell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000353506	Scott A Stephens	PC/Laptop	Performance	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR:	1.82
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.15
INC000000353508	Paul Elliott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000353511	Dusty Burchett	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.26
INC000000353528	Jeanne Moore	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.09
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.23
INC000000353537	Jenny Barrow	None	None	None		TIR Missed: No	TIR:	0.18
Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.18
INC000000353547	Dusty Burchett	Application	Reporting	Novell GroupWise		TIR Missed: Yes	TIR:	2.23
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.23
INC000000353550	Rachana Keo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000353557	Michelle Bristol	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000353560	Shelley Long	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000353574	Lindsey Caffall-Davis	Application	Error	None		TIR Missed: Yes	TIR:	1.22
Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.22
INC000000353583	Anthony Knight	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000353588	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000353590	Brooke Coster	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.56
INC000000353606	Ruby Blank	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.24
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.60
INC000000353623	Sandra McCormick	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.73
Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.73
INC000000353626	Stephanie Trappett	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.60

Workforce Services

INC000000353633	Valerie Seidel	None	None	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.52
INC000000353654	Penni Dehaan	None	None	None	TIR Missed: No	TIR:	0.19
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.68
INC000000353669	Terry Lisonbee	None	None	None	TIR Missed: No	TIR:	0.05
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.03
INC000000353682	Terry Lisonbee	None	None	None	TIR Missed: No	TIR:	0.05
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.33
INC000000353683	Bridgit Wekluk	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000353687	Lynn Thomas	None	None	None	TIR Missed: No	TIR:	0.19
Metro A Hosting	Keith Scholl	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000353697	Anthony Baker	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.76
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.47
INC000000353716	Rachel Gehring	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.07
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.22
INC000000353719	Shirley Hilton	Application	None	None	TIR Missed: Yes	TIR:	3.41
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.18
INC000000353728	Michael Atkin	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.49
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.08
INC000000353737	Heather Kelsey	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.40
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.17
INC000000353738	Gary Newren	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000353743	Aly Scovil	Application	Error	Content Manager	TIR Missed: Yes	TIR:	1.15
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.15
INC000000353751	Chris Nance	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000353772	Rebecca D Anderson	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000353816	Tom Olsen	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000353817	Leeann Madsen	PC/Laptop	Error	None	TIR Missed: Yes	TIR:	1.24
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.77

Workforce Services

INC000000353827	Iris Pruneda	Application	None	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 5.92
INC000000353834	Delana White	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000353841	Ernest Ramos	Application	Error	Mozilla Firefox		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000353842	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000353852	Malida Stram	Application	Reporting	Content Manager		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000353864	Gill Johns-Young	None	None	None		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 1.02
INC000000353868	Chris Cook	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Gerald Adams	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 1.75
INC000000353875	Dyann Smoot	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.79
INC000000353883	Michelle Wright	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000353889	Rebecca Curry	Application	Error	None		TIR Missed: No	TIR: 0.17
Application Support - Web Dev	Dave Clark	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 1.77
INC000000353909	Cindy Adams	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000353910	Cindy Adams	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000353915	Tawnia Page	None	None	None		TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000353916	Lien Le	Application	Reporting	Content Manager		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000353924	Lynn Thomas	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.30
Voice Operations	Julie Sabato	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.44
INC000000353928	Marilyn Larsen	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 3.25
INC000000353935	Lisa Roman	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR: 17.42
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR: 17.42

Workforce Services

INC000000353937	Jan Chumbley-Gardner	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000353959	Connie Dumas	None	None	None		TIR Missed: No	TIR:	0.29
	Application Support - UI Web	Don Hedges	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.93
INC000000353970	Jolene Bundy	None	None	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000353978	Karen Shepherd	Telecom	None	None		TIR Missed: No	TIR:	0.44
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.52
INC000000354011	Jamie Ness	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000354021	Melinda Adams	PC/Laptop	Error	Microsoft Windows Operating S	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354034	Sterling Marx	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354035	Veronica Wian	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000354051	Paula Bowen	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.17
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000354062	Kaylee Ashdown	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354068	Maugasola Tua	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.20
INC000000354077	David Chatterley	Application	Error	Utah Works		TIR Missed: No	TIR:	0.84
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.84
INC000000354081	Sharon Holmes	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000354093	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354094	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354098	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354101	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000354103	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000354104	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000354109	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000354112	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000354126	Stella L Salazar	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.03
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000354131	Debra Shelley	Application	Reporting	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000354139	Tim morris	Application	Password	Active Directory		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000354151	Katie Helm	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000354159	Jolie Bevers	Mobile Devices	None	None		TIR Missed: Yes	TIR:	3.41
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.43
INC000000354164	Tenzin Chazotsang	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.61
INC000000354178	Lisa Roman	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000354183	Janet Butterfield	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000354204	Jeremy Sheikh	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.17
INC000000354224	Cindy Adams	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000354230	Sarah Tolbert	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000354232	Dyann Smoot	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.26
INC000000354244	LaDawn McPherson	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.48
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.00

Workforce Services

INC000000354290	Ammi Tracy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354339	Connie I Fowler	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354358	Connie Larsen-Frazier	Remote Connectivity	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000354367	Heather Sawley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.65
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.29
INC000000354368	Danette Groesbeck	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000354369	Sharon Holmes	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000354377	Linda Lundberg	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000354379	Selma Meono	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000354381	Cindy Bertagnolli	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000354384	Debbi Warmus	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000354389	Annette Hullinger	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000354410	Laureen Royle	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354421	Jamie Escobia	Application	Error	Utah Works	TIR Missed: Yes	TIR:	2.24
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.24
INC000000354429	Trish West	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000354433	Darcy Osborn	Application	Password	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000354452	Teresa Banks	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354454	Danette Groesbeck	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000354456	Kristine Larson	None	None	None		TIR Missed: No	TIR:	0.13
	Salt Lake Data Center Operations	Kristi Behunin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000354491	Darren Sheffer	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354492	Sonja Sheffer	Application	Error	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354493	Sonja Sheffer	Application	Error	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354528	Judy Kearns	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.68
INC000000354536	Lynnette McKee	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354542	Christine Nelsen	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000354545	Cody Brown	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354552	Joanne Nunes	PC/Laptop	Password	Microsoft Windows Operating S	TIR Missed: No	TIR:	0.33
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.33
INC000000354555	Deborah Servis	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Hosting	Dale Hicks	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000354558	Katie Helm	None	None	None		TIR Missed: No	TIR:	0.05
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000354567	Margie Mohler	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.58
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.58
INC000000354576	Bill Eckenbrecht	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.58
INC000000354579	Janene Pearce	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354611	Melody Farnsworth	Application	None	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354622	Gail Boyd	Application	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354638	Leonardo A Gramajo	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000354641	Cipriano Orozco	Print/Copy/Scan/Fax	Incident	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.60
INC000000354656	Pearl Le	PC/Laptop	None	None	TIR Missed: No	TIR:	0.40
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.40
INC000000354666	Carolyn Christensen	Wireless Connectivity	Performance	None	TIR Missed: No	TIR:	0.18
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000354683	Colleen Jamison	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.06
Voice Operations	Lois Schow	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000354742	Connie Shearwood	Application	Error	Utah Works	TIR Missed: Yes	TIR:	4.11
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.11
INC000000354760	Kathy Franson	PC/Laptop	None	None	TIR Missed: No	TIR:	0.28
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.43
INC000000354788	Becky Fisher	Remote Connectivity	Performance	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000354797	Randilee Spencer	Application	None	Content Manager	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.95
INC000000354803	Nicole King	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354807	Leonardo A Gramajo	Application	None	Content Manager	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.91
INC000000354824	Trevor Earl	None	None	None	TIR Missed: Yes	TIR:	2.13
Application Support - Single Signon	Justin Miller	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.13
INC000000354837	Jamie Escobia	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000354842	Amanda Matravers	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354878	Grazyna Janeczko	Remote Connectivity	Error	None	TIR Missed: No	TIR:	0.31
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.52
INC000000354881	Delana White	Application	None	Novell Messenger	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000354887	Patrice West	Application	Error	Utah Works	TIR Missed: Yes	TIR:	2.49
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.49
INC000000354926	Jody McMillan	Application	Error	DWS Web	TIR Missed: No	TIR:	0.89
Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.64

Workforce Services

| INC000000354927 | Irwin Purcell | Application | Error | Utah Works | TIR Missed: Yes | TIR: 2.68 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 2.68 |

| INC000000355019 | Deb Hiatt | Application | None | Microsoft Windows XP Professio | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 5.08 |

| INC000000355036 | Margie Mohler | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000355075 | Jeana Whitlock | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.06 |

| INC000000355099 | Andrea Bo | Application | Password | DWS Intranet | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.01 |

| INC000000355123 | Teresa Gentry | Application | None | Microsoft Office | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.46 |

| INC000000355128 | Debra Zavala | PC/Laptop | Hardware | None | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.43 |

| INC000000355131 | Cindy Gillespie | PC/Laptop | Performance | None | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 4.21 |

| INC000000355133 | Kent Naisbitt | Application | Reporting | Data Warehouse | TIR Missed: No | TIR: 0.36 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 3.30 |

| INC000000355194 | Dawn Nelson | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000355200 | Chris Cook | Application | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.52 |

| INC000000355205 | Ashley Nielsen | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Metro D North Desktop Support | Steven Haderlie | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000355207 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Gary Graham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000355227 | Toni C Ansel | PC/Laptop | Error | None | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.68 |

| INC000000355228 | Rebecca D Anderson | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000355244 | Shauna Havey | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000355248 | Shauna Havey | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

Workforce Services

INC000000355251	Shauna Havey	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355252	Shauna Havey	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355254	Shauna Havey	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355256	Shauna Havey	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355257	Shauna Havey	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355267	Stacy Anderson	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355273	Tricia Cox	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355276	Debbie Sparks	None	None	None			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Steven Haderlie	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355293	Rebecca Pace	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355294	Debbie Herr	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355300	Debbie Herr	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355321	Melissa Presley	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355324	Branden Hoffman	Application	Error	State Payroll Time Entry System			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355340	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.02
INC000000355344	Lance Soffe	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355345	Melissa Presley	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000355409	Alan Hansen	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000355414	Verlin Christensen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000355417	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000355613	Shelly Ivie	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00